

## **COMPLAINTS HANDLING POLICY**

### 1. Our commitment

1.1 We at Kewben Pty Ltd T/A Greenhouse International strive to deliver quality service and are committed to managing complaints in accordance with the New Energy Tech Consumer Code (NETCC) and confirm that we are bound by the requirements and obligations set out under the NETCC.

### 2. Policy

1.2 We understand that sometimes you may feel dissatisfied with the services or products that we provide, or our customer service and you may wish to make a complaint. This Complaints Handling Policy is aimed to ensure that we handle complaints effectively and promptly.

### 3. Definitions

3.1 In this policy:

(a) Complaint means an expression of dissatisfaction made to us or about us, relating to our products, services, customer service, staff or our handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required;

(b) Complainant means any person, organization or their representative making a complaint.

### 4. How to make a complaint




4.1 You may make a complaint:

4.1.1 By calling us on 08 9297 2969

4.1.2 By email to [battery@greencharge.com.au](mailto:battery@greencharge.com.au)

4.1.3 By post to Greenhouse International, Unit 5, 1 Locke Lane, Ellenbrook, WA 6069

4.1.4 By filling out complaint form on our website:

 <b>Let's Have A Chat!</b> <a href="tel:0892972969">08 92972969</a> <a href="mailto:battery@greenhse.com.au">battery@greenhse.com.au</a>	 <b>Our Location</b> Head Office: 5/1 Locke Lane, Ellenbrook, 6069, WA Sales to Sydney, Brisbane, Melbourne, Perth Outer regions can be arranged, email requests.	 <b>Opening times</b> Monday - Friday: 8:30am - 5pm Saturday: 9am - 2pm Sunday: Closed
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Your name <input type="text"/></p> </div> <div style="width: 45%;"> <p>Your email <input type="text"/></p> </div> </div> <p>Subject <input type="text"/></p> <p>Your message (optional) <input style="height: 60px;" type="text"/></p> <p style="text-align: center; margin-top: 10px;"><input type="submit" value="Submit"/></p>		

Please click on the **Contact Us** link under **Quick Links** on our website.

5. Principles of objectivity
  - 5.1 Your complaint will be handled in an equitable, unbiased and objective manner. We aim to resolve the complaint without assigning blame.
  - 5.2 We shall comply with the below principles when managing your complaint:
    - 5.2.1 Impartiality – We will avoid any bias in dealing with your complainant, the person you complain about or Greenhouse International;
    - 5.2.2 Confidentiality – We will treat your identity confidentially;
    - 5.2.3 Completeness – We will investigate all of the facts in handling the complaint;
    - 5.2.4 Accessibility – You may make your complaint at any reasonable point or time;
    - 5.2.5 Equitability – We will give equal treatment to all people;
  
6. Three level model of complaint handling
  - 6.1 Our complaint management system incorporates three levels of complaint management:
    - 6.1.1 Level 1: Frontline complaint handling – early resolution
    - 6.1.2 Level 2: Internal assessment, internal investigation, facilitated resolution or review
    - 6.1.3 Level 3: External assessment, investigation or review.
  - 6.2 We aim to resolve the majority of complaints at the first level - ‘the frontline’. At each level, either the complainant or we can decide to escalate the issue to a higher level. However, there may be some serious cases where either party can escalate the case to the highest level.
  - 6.3 Level 1: Frontline complaint handling – early resolution
    - 6.3.1 We aim to address the majority of complaints by frontline or early resolution.
  - 6.4. Level 2: Internal assessment, internal investigation, facilitated resolution or review
    - 6.4.1 The seriousness of some complaints will be escalated to the second level of complainant handling. Or if a complainant is dissatisfied with how their complaint was handled at Level 1, they can request that the complaint proceed to the second level.
      - 6.4.1.1 Internal assessment - The information provided by you will be assessed to determine whether, and if so how, the complaint can be dealt with Greenhouse International. Such an assessment might consider such issues as:
        - 6.4.1.1.1 the nature and seriousness of the matters alleged;
        - 6.4.1.1.2 the complainant's desired outcome;
        - 6.4.1.1.3 whether there is any utility in taking the matter further;
        - 6.4.1.1.4 the adequacy of the information provided;
        - 6.4.1.1.5 the options available to address the complainant's concerns;
        - 6.4.1.1.6 the appropriate level at which the matters alleged or complained about can be addressed by Greenhouse International;
      - 6.4.1.2 Internally facilitated resolution – Where Greenhouse International line manager talks with you to see if some form of mutually acceptable resolution can be achieved. Where appropriate, this process may include facilitating a discussion between the frontline staff member, line manager and the complainant.
      - 6.4.1.3 Internal investigation - Investigating allegations that raise significant issues for either Greenhouse International or you. Depending on the

circumstances, such investigations may be undertaken by an appropriate manager or an external advisor.

6.4.1.4 Internal review - A more senior member of staff or a line manager may review the decision of the frontline staff member or the outcome of any internal assessment or investigation of the complaint. Appropriate senior staff are given broad discretion to overturn previous decisions and apply remedies.

6.5 Level 3: External assessment, investigation or review

6.5.1 If we are unable to resolve your complaint in Level 1 and/or Level 2, or if you are dissatisfied with the outcome that we have made in Level 1 and/or 2, then you may refer the matter as follows:

The below agencies help with all Solar and Battery installs, issues or products:

- [ACT: Access Canberra](#)
- [NSW: Fair Trading](#)
- [NT: Consumer Affairs](#)
- [QLD: Office of Fair Trading](#)
- [SA: Consumer and Business Services](#)
- [Tas: Consumer Affairs and Fair Trading](#)
- [Vic: Consumer Affairs](#)
- [WA: Consumer Protection](#)

## 7. Complaints Register

7.1 All complaints and outcomes of each complaint will be logged with dates or receipts, response (15 business days) and final resolution (25 business days unless agreed by both parties to a further extension).

## 8. Keeping you informed

8.1 We will confirm receipt of your complaint promptly and inform you of the expected timeframe for our response. If an extension beyond 25 business days is needed, we will seek your agreement in writing

## 9. How long will we take to deal with your complaint

9.1 We will advise you of the outcome of your complaint within 25 business days of receipt.

## 10. No cost

10.1 There is no cost involved to you for making a complaint to us.

## 11. Unreasonable conduct

11.1 Complaint conduct is likely to be unreasonable where it involves behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for Time To Save or its staff. Examples include unreasonable behaviour (eg verbal abuse to our staff), unreasonable persistence, unreasonable demands, unreasonable lack of cooperation.

11.2 We kindly request that complainants treat our staff with respect at all times.

## 12. Acknowledgments

12.1 This policy has been drafted taking into account the Australian and New Zealand Standard Guidelines for complaint handling in organizations AS/NZS 10002:2014.

## 13. Review

13.1 We will review this policy regularly.

Dated: 16 March 2026.