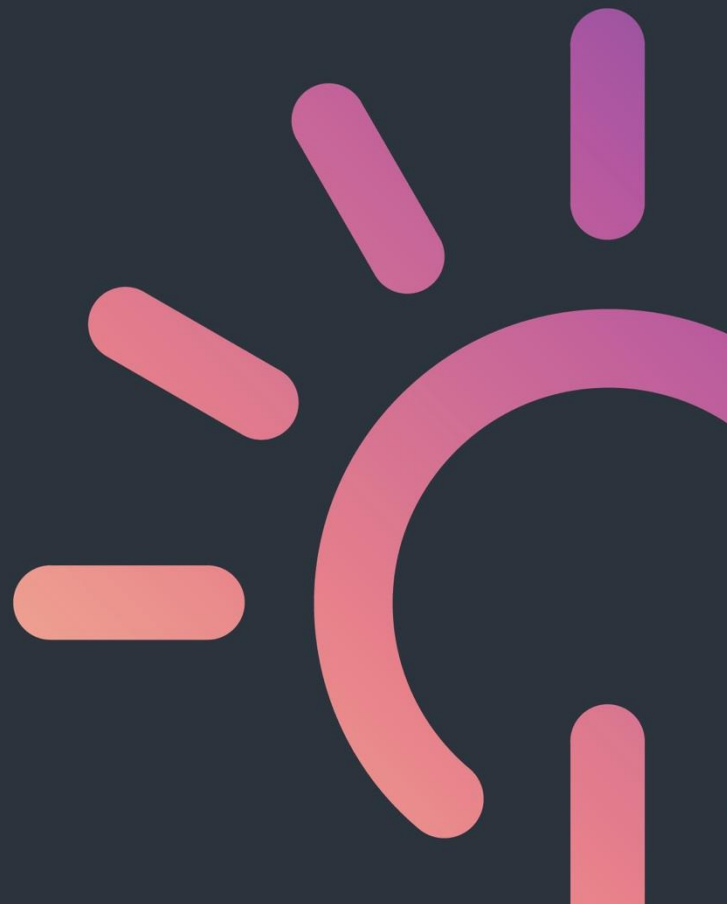


# Complaints and Dispute Resolution Procedure

March 2022



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# 1. Introduction

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## Real life. Powered by Arcstream.

Q CELLS provides a total solar energy solution and service via the 'Arcstream' brand through the sales of solar system hardware and the provision and management of an electricity plan.

Arcstream has partnered with Electricity in a Box, who is the authorised electricity retailer for the Arcstream subscription electricity plan.

# 2. Complaints and Dispute Resolution

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## 2.1. Phone us or write to us

To lodge feedback or complaints over the phone with our customer service team, you can contact the Arcstream customer service team on the below number:

- For existing customers or non-customers, please call 1800 170 150, Monday to Friday between 9:00am and 5:00pm AEST
- For language assistance, call 131 450

## 2.2. What happens after you make a complaint?

When we receive a complaint:

- We'll record the details of your complaint. We'll give it fair and genuine consideration and seek to achieve a fair outcome for both parties
- If your complaint is received in writing, we'll acknowledge receipt of your complaint within 2 business days
- For complaints specifically related to credit, we will provide an acknowledgement and response in accordance with the regulatory requirements under the Credit Reporting Code. If you are not satisfied with our response, you can contact us to discuss your concerns or lodge a complaint with the Australian Information Commissioner (<https://www.oaic.gov.au/>)
- Your complaint will be allocated to one of our complaints handling team
- We may require up to 14 days to fully investigate your complaint if it is complex or requires involving third parties (such as your distributor, sales channel, related party). On the odd occasion, your complaint may take longer than 14 days, you will be contacted and kept up to date with the complaint progress and resolution.
- We'll keep you informed of any progress via your preferred communication channel – or if you don't specify, we'll contact you by the same channel that you initially made the complaint.
- We'll treat your complaint respectfully and handle all personal information in accordance with our privacy policy. A copy of our privacy policy can be found on our website.
- We always aim for a continuous improvement approach and value all feedback from our customers. Rest assured, complaint analysis occurs on all complaints and we will review and change our processes or procedures if we feel it necessary as a result of a complaint. Reporting on complaints is conducted. We will continually review our complaints procedure and reporting annually.

- We'll treat your complaint respectfully and handle all personal information in accordance with our privacy policy
- If appropriate, we'll make policy changes to prevent the same situation from happening again.

## 2.3. If you're not satisfied with the outcome

We try our best to resolve all complaints to your satisfaction, if however you remain dissatisfied with the outcome, you can contact the relevant Ombudsmen in your state.

- We're a member of the Energy and Water Ombudsman schemes in all states where we have a license. The Ombudsman scheme is a free service and acts as an impartial conciliator to help resolve disputes between customers and energy companies.
- The Ombudsman will want to know that we've worked together to try and resolve the issue as best as possible and will refer you to our customer service team if you have not contacted us before.
- If you're unsure, contact us and let us help

You can contact the relevant Ombudsman in each state via the detail below:

### **Energy and Water Ombudsman Victoria**

1800 500 509

<https://www.ewov.com.au/>

### **Energy & Water Ombudsman SA**

1800 665 565

[www.ewosa.com.au](http://www.ewosa.com.au)

### **ACT Civil & Administrative Tribunal**

02 6207 1740

[www.acat.act.gov.au](http://www.acat.act.gov.au)

### **Energy & Water Ombudsman NSW**

1800 246 545

[www.ewon.com.au](http://www.ewon.com.au)

### **Energy & Water Ombudsman QLD**

1800 662 837

[www.ewoq.com.au](http://www.ewoq.com.au)

### **Energy Ombudsman TAS**

1800 001 170

[www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)

## 3. Contacts and Version Control

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### 3.1. Contact Information

If you would like to lodge feedback or a complaint with the Arcstream customer service team, or ask any questions about this procedure, please contact us at the details below.

<b>Email:</b>	<a href="mailto:customer@arcstream.solutions">customer@arcstream.solutions</a>
<b>Phone:</b>	1800 170 150
<b>Address:</b>	15 Blue St, North Sydney NSW 2060

### 3.2. Version Control

<b>Version:</b>	ARCROCDPV1March22
<b>Effective:</b>	March 2022