

## **Complaint and Dispute Resolution Framework – Heat Pump Hot Water**

If you have a **complaint or dispute** regarding how water installation, please contact us on 040 206 5352 / email: [warranty@smartenergyupgrades.com.au](mailto:warranty@smartenergyupgrades.com.au) first so that we can resolve it for you.

We are committed to responding to you as quickly as possible, but as a minimum, we'll get back to you within 5 business days and attempt to resolve the complaint or dispute within 5 business days of the date you first contacted us. We are committed to resolving complaints within 20 business days of lodgement; however, this may not always be possible. Where we have been unable to resolve your complaint within 20 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to provide a resolution.

Please contact us using the contact details above. If the complaint or dispute is not covered by this Complaint and Dispute Resolution Framework, we will endeavour to direct you an organisation that can assist you.

If you are unsatisfied with our response, the VEU partners that we work with as **Accredited Providers** that verify the installation and provide the incentives for energy efficient improvements under the VEU government initiative are :

- Northmore Gordon Environmental Pty Ltd, Level 4, 607 Bourke Street, Melbourne VIC 3186, Phone: 1800 878 500. Email: [info@northmoregordon.com](mailto:info@northmoregordon.com) and [www.northmoregordon.com](http://www.northmoregordon.com) AND
- Creditex Pty Ltd, Level 2, 12a Rodborough Rd, Frenches Forest NSW 2086. Phone : 02 9091 0860 Email : [compliance@creditex.com.au](mailto:compliance@creditex.com.au) and [www.creditex.com.au](http://www.creditex.com.au)

If you do not get satisfaction from our response and believe the complaint or dispute has not been adequately or punctually resolved, you can also escalate the matter to:

- Consumer Affairs Victoria [www.consumer.vic.gov.au/contact-us/resolve-your-problem-or-complaint](http://www.consumer.vic.gov.au/contact-us/resolve-your-problem-or-complaint)
- Essential Services Commission [www.esc.vic.gov.au/contact-us](http://www.esc.vic.gov.au/contact-us)

Thank you for choosing us to help you with your energy saving goals.