



A One Solar and Electrical

ZRM Electrical Pty Ltd | ABN 90 666 570 252

Complaints Handling Procedure

Effective date: September 2026 | Applies to: all customers in ACT and NSW

1. Our Commitment

A One Solar and Electrical is committed to providing high-quality solar, battery, EV charging, air conditioning, and electrical services. We take all complaints seriously and aim to resolve them promptly, fairly, and transparently. This procedure aligns with the requirements of the New Energy Tech Consumer Code (NETCC) and Australian Consumer Law.

2. How to Lodge a Complaint

You can contact us using any of the following methods:

Phone 02 6242 0654 0403 184 362

Email office@aonesolarandelectrical.com.au

Post Unit 4, 160 Lysaght Street, Mitchell ACT 2911 PO Box 733, Mitchell ACT 2911

Website aonesolarandelectrical.com.au

To help us resolve your complaint efficiently, please include:

- Your name and contact details
- The address of the installation or works
- A description of your concern and the outcome you are seeking
- Any relevant documents, photos, or reference numbers

3. Our Complaints Process

Step 1 — Acknowledgement	We will acknowledge receipt of your complaint as soon as reasonably practicable after receiving it.
Step 2 — Initial Response	We will provide a written response addressing the outcome of your complaint within 15 business days of receipt.
Step 3 — Complex Complaints	Where the matter requires further investigation, we will notify you of this within 15 business days and provide a final written response within 25 business days of receiving your complaint.
Step 4 — Resolution	We will advise you of our decision and any action we will take. Where a remedy or compensation is appropriate, we will act on it promptly.

4. If You Are Not Satisfied with Our Response

If you are not satisfied with the outcome after our internal process is complete, you have the right to escalate your complaint to an external body at no cost to you:

State / Code	Body	Phone	Website
ACT	Access Canberra	13 22 81	accesscanberra.act.gov.au
NSW	NSW Fair Trading	13 32 20	fairtrading.nsw.gov.au
NETCC	Clean Energy Council	1300 030 032	newenergytech.org.au

5. Our Commitments to You

- All complaints are treated confidentially and with respect.
- We will not charge you any fee to lodge or process a complaint.
- We will not disadvantage you for making a legitimate complaint.
- All complaint records are retained for a minimum of 7 years.
- This procedure is reviewed annually and updated as required.

6. Australian Consumer Law

Nothing in this procedure limits any rights or remedies you may have under the Australian Consumer Law (ACL) or any other applicable legislation. Our goods and services come with guarantees that cannot be excluded under Australian Consumer Law. For major failures, you are entitled to a refund, replacement, or compensation. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.