



At AW Solar and Electrical we make a great effort to deliver best possible customer service to our customers, however if issues do occur, we are committed to resolve as early as possible.

Making a Complaint

A Complaint can be reported verbally via phone, in person or in writing via letter or email to AW Solar and Electrical.

Complaint Procedure

The Complaints process of AW Solar and Electrical is as follows,

- We will try to resolve all complaints at the time they are raised. However, if we need to investigate it further, we'll endeavour to resolve it or tell the customer what we're doing to resolve it, within five working days.
- If the complainant is not satisfied with the decision, we will escalate and expedite the request to higher authority depending upon the nature of the complaint. We're committed to resolving all complaints within 21 days of receiving them unless there is an obvious reason for extending the timeline.
- If that's the case, we'll contact the customer and explain the reason for the delay and the investigation must be completed within 45 days of receipt of the complaint.
- While a complaint is being investigated and worked upon, the complainant will be provided with updates via phone calls and emails about the progress.
- If the customer is not happy with how their complaint has been resolved, we will escalate the complaint to the next level of management within the company and review it.

How to raise a complaint with us

- Phone: 0411588833
- Email: awsolar@outlook.com
- Website: www.awsolarandelectrical.com.au