



# **AA PLUS ENERGY**

## DISPUTE RESOLUTION FRAMEWORK

AA Plus Energy Pty Ltd is an **Accredited Person (AP)** under the **Victorian Energy Upgrades (VEU) Program**, which is administered by the **Essential Services Commission (ESC)**.

We are committed to acting fairly, transparently, and in the best interests of our customers, in line with our obligations under the VEU Program.

### **Our Obligations**

Under the VEU Code of Conduct, we are required to:

- Act in a professional and ethical manner
- Protect consumers' interests and promote confidence in the VEU program
- Maintain high standards of conduct when dealing with consumers
- Comply with the **VEET Act, VEET Regulations, Victorian Energy Upgrades Specifications, the Code of Conduct, and Australian Consumer Law (Victoria)**

A copy of the VEU Code of Conduct is available upon request.

### **Making a Complaint or Raising a Dispute**

You may make a complaint or raise a dispute with us regarding any aspect of our services, including but not limited to:

- Lead generation or sales practices
- Marketing or advertising
- Site assessment or installation
- Products supplied
- Scheduling or delays
- After-sales service
- VEEC creation or other matter related to our services.

Complaints may be made by you or by another person on your behalf.

## How We Handle Complaints

1. **Contact Us First**Please contact AA Plus Energy using the contact details provided to you. We will acknowledge your complaint within **5 business days**.
2. **Assessment and Resolution**We aim to resolve complaints or disputes within **10 business days** from the date you first contacted us.
3. **Faulty Products**If a product we have installed is faulty, please contact us as soon as possible. We will:
  - Conduct an initial assessment over the phone
  - Arrange an on-site inspection if required
  - Work with the manufacturer to resolve the issue in accordance with warranty conditions

Details of product and service warranties are outlined in our **Terms and Conditions of Sale**.

## Escalation Options

If you are not satisfied with our response, or if you believe your complaint has not been resolved adequately or within the timeframes outlined above, you may 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 (ESC)** [www.esc.vic.gov.au/contact-us](http://www.esc.vic.gov.au/contact-us)

## Additional Support

If your complaint or dispute does not fall within the scope of this framework, please contact us and we will endeavour to direct you to an appropriate organisation that may be able to assist.

Thank you for choosing **AA Plus Energy** to support your energy-saving goals.

**Saving. Planning. Reducing carbon emissions.**