



Complaints Handling Procedure

Iconic Solar is committed to providing excellent customer service and maintaining a healthy customer relationship at all levels. We have a complaints policy to ensure all complaints are handled as efficiently and effectively as possible.

Why we take your complaint seriously

Your feedback is important to us because it helps ensure our products and services remain the best. If you have an Iconic solar complaint, we will do our best to address your concern in a timely manner, as well as prevent the issue from ever arising again.

Iconic solar complaints – Our promise

- We will always try to find a solution for your complaint as soon as it is sent to us. However there are times that the complaint needs to be looked at more in detail. We will ensure we provide an outcome within 21 days of when the complaint made in writing.
- If for any reason it may require an extra time to investigate, we will contact you to explain the reason for the delay and provide you with a realistic time frame for a resolution.
- While an Iconic solar complaint is being investigated, we will provide you with regular updates so that you know what's happening.
- If you're dissatisfied with how your Iconic solar complaint has been addressed, you may escalate the complaint outside of Iconic solar we have listed the contact details below. However we will do everything that we can to ensure your complaint has been solved before an escalation is required.

Contact details

To make a complaint or check the progress of a complaint, get in touch using one of the channels below.

Contact number: 1300275165

Contact email: aftercare@iconicsolarenergy.com.au

Website: iconicsolarenergy.com.au/contact

Consumer Affairs Victoria: 1300558181
Address: GPO Box123,Melbourne VIC3001

Clean Energy Council: 0399294100
Address: Level 15,222 Exhibition Street ,Melbourne