



Resolving your concerns, fairly and promptly

At The Rebate Group, customer satisfaction is important to us. If you have any concerns during or after your installation, we will respond promptly and work with you to resolve the matter fairly and professionally.

Phone 0439 933 792 Email info@therebategroup.com.au Post 7-9 Tharle Street, Dandenong VIC 3175

The Rebate Group is committed to assisting customers to resolve any concerns or complaints relating to an installation carried out under the Victorian Energy Upgrades (VEU) program. If the issue involves another organisation – for example a product manufacturer or supplier – we will help you contact the appropriate organisation, and work with them to help resolve the issue.

1 How to raise a concern

You can contact us using the details in the header above. To help us investigate and resolve your complaint as quickly as possible, please include:

- Your full name and contact details
- A brief description of the issue
- Your preferred outcome (if applicable)
- The installation address
- Any supporting information (photos or relevant documents)

2 What happens next

Once we've received your complaint, we will:

- 1 Confirm that we've received it
- 2 Investigate the issue
- 3 Contact you if more information is needed
- 4 Explain what we've found and how we plan to fix the issue
- 5 Make sure you're satisfied with the outcome, if possible

We take all reasonable steps to complete our internal dispute resolution process within **20 business days** of receiving your complaint. If we can't resolve it in that time, we'll explain the reason for the delay and give you an updated timeframe. Outcomes may include repair, replacement, refund, or an explanation or apology where appropriate.

3

Not happy with the outcome?

If you're not satisfied with our resolution, you can escalate the matter to either of the following independent bodies:

Essential Services Commission

PHONE 1300 664 969 • (03) 9032 1300

WEB esc.vic.gov.au/victorian-energy-upgrades-program

POST Level 8, 570 Bourke Street, Melbourne VIC 3000

Consumer Affairs Victoria

PHONE 1300 55 81 81

WEB consumer.vic.gov.au

POST GPO Box 123, Melbourne VIC 3001

OUR PROMISE TO YOU

We treat all complaints seriously and handle them fairly, respectfully, and in confidence. We are committed to resolving complaints in good faith and ensuring appropriate outcomes are achieved. Your feedback also helps us improve our services, strengthen our processes, and reduce the likelihood of issues occurring in the future.

THE REBATE GROUP IS A TRADING NAME OF PROFRESH ELECTRICAL PTY LTD • ABN 72 627 622 557
VEU A003134 • SRES REGISTERED AGENT