

Complaint Handling and Dispute Resolution Policy

At MAC Trade Services, we acknowledge everyone's right to express their opinion about our products and services. Compliments and complaints provide valuable feedback about our customer's satisfaction with our products and services.

If you have a concern about the products or services you have received from us, please contact us as soon as possible so we can work on providing you an effective solution.

If you have any documentation available from the installation, such as the quote or invoice, please have that on hand so we can identify the works undertaken.

Once your complaint has been recorded, we may contact you to request further information before providing you with a solution or an update on the progression of your complaint.

You are always welcome to contact us if you have any further information or require an update on the status of your complaint.

How to provide feedback

By phone

Please call us on this number to discuss any concern you have about a service or product you have received or any general enquiries: **1300 430 917**.

Email

Please email us at customerservice@mactradeservices.com.au or complete our web enquiry form which can be found at the bottom of our website page here:

<https://mactradeservices.com.au/contact/>.

By mail

Our complaints mailing address is: Level 1, 134 Fullarton Road Rose Park SA 5067.

In person

If our representatives are at your premises, please raise any concerns and we will endeavour to resolve your issues on the spot. If they are unable to resolve your issue on the day, they will ensure to pass on your issue to MAC Trade Services, and we will be in contact with you to discuss your issue further.

Timeframe on resolutions

We aim to resolve all complaints within 5 working days, however this timeframe may vary from time to time based on circumstances outside of our control.

If your complaint is deemed urgent, we will aim to resolve it within 24 hours of the complaint being made.

If we foresee that the complaint will take longer than required to resolve, we will touch base with you accordingly to advise of the intended resolution date.

Nominating another individual to speak on your behalf

If you would like to nominate another person to communicate with us on your behalf, we will need to contact you to receive your permission by phone.

If you require assistance, such as an interpreter service or a National Relay Service, please let us know.

Need help providing feedback?

Translating and interpreting services

If you require an interpreter, please advise us accordingly or alternatively contact the Translating and Interpreting Service (TIS National) on 131 450.

Phone call services

If you find it hard to hear or speak to hearing people on the phone, you can contact the National Relay Service (NRS):

- Text telephone (TTY) or modem callers can contact the NRS on 133 677 (within Australia)
- Speech to Speech Relay (SSR) via the NRS on 1300 555 727 (within Australia)

Visit <https://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links> for full list of NRS services and contact information.

Taking your concern to an external organisation

After providing us with reasonable chance to resolve your complaint, if you remain dissatisfied with our proposed resolution, you can forward your complaint to an external organisation for further advice.

The relevant organisation for your location is listed below.

South Australia	
Essential Services Commission of SA Email: reps@escosa.sa.gov.au Mail: GPO Box 2605, Adelaide SA 5001 Phone: (08) 8389 8803	Energy & Water Ombudsman SA Website: https://ewosa.com.au/ Phone: 1800 665 565 SMS: 0488 854 555
New South Wales	
Independent Pricing and Regulatory Tribunal of NSW (IPART) Mail: PO Box K35, Haymarket Post Shop NSW 1240 Online: IPART Contact Form Address: Level 16, 2-24 Rawson Place, Sydney NSW 2000	NSW Fair Trading Mail: PO Box 972, Parramatta NSW 2124 Online: https://www.fairtrading.nsw.gov.au/help-centre/online-tools In person: Visit a Service NSW centre for a range of Fair Trading services. Phone: 13 32 20
Victoria	
Essential Services Commission Email: veu@esc.vic.gov.au Online: www.esc.vic.gov.au/victorian-energy-upgrades-program Phone: (03) 9032 1310	Consumer Affairs Victoria Mail: GPO Box 4567, Melbourne VIC 3001 Online: www.consumer.vic.gov.au/contact-us Phone: 1300 55 81 81