

Complaints Handing Procedure

At ABS we are dedicated to providing the best quality services and products to help you achieve the best energy outcome for your home and business.

We understand that things don't always go to plan and so we're here to discuss any issues or questions you may have. This Complaints Procedure is to help you better understand how to address your issue and achieve the best outcome as quickly as possible.

At ABS, we appreciate your feedback and wish to satisfy and delight our customers.

Our complaints procedure is as follows:

1. Contact us first, we are best placed to help you:
 - a. Call: 03 9722 5106
 - b. Email: info@abses.com.au
 - c. Visit our website: abses.com.au
 - d. Talk to us in person at: Factory 18, 52 Corporate Blvd, Bayswater, VIC 3153
2. Once received, we will investigate your matter and provide a progress update and/or solution within seven days for a minor issue and 21 days for any major issues.
 - a. The complaint is assigned to a Support Manager and updates are recorded accordingly.
 - b. Following an appropriate investigation, ABS will inform you of the action or decision taken regarding the complaint. ABS will also take actions to prevent similar complaints occurring in the future.
3. Remedies to resolve the issue may include (but not limited to):
 - a. Refunds
 - b. Replacement
 - c. Repairs/Rework
 - d. Compensation
4. The remedies and solutions offered are subject to the Terms & Conditions and Warranties which apply to the products and services that you purchased from us. These include applicable consumer guarantees and our obligations under the Australian Consumer Law or consumer legislation in place at the time you purchased your products and services.
5. We take all complaints seriously and necessary steps will be learned to avoid any similar issues occurring in the future to provide the best customer experience possible.

6. If you are still not satisfied
 - a. If you are not satisfied with the outcome of your complaint, you can refer the complaint to with the relevant Fair Trading or Consumer Affairs office in your state or territory:
 - i. Office of Regulatory Services Phone: (02) 6207 3000
 - ii. NSW: Fair Trading
 1. Phone: 13 32 20
 - iii. NT: Consumer Affairs
 1. Phone: 1800 019 319
 - iv. Qld: Office of Fair Trading
 1. Phone: 13 74 68
 - v. SA: Consumer and Business Services
 1. Phone: 13 18 82
 - vi. Tas: Consumer Affairs and Fair Trading
 1. Phone: 1300 654 499
 - vii. Vic: Consumer Affairs
 1. Phone: 1300 558 181
 - viii. WA: Consumer Protection
 1. Phone: 1300 304 054