

Complaint Handling Policy

1. Our commitment

1.1 We at Orca Rebates Pty Ltd (Orca Rebates/Us/We/Our) strive to deliver quality service and are committed to managing complaints in accordance with the industry Codes of Practice and regulatory bodies and confirm that we abide by their requirements and obligations.

2. Policy

1.2 We understand that sometimes you may feel dissatisfied with the services or products that we provide, or our customer service and you may wish to make a complaint. This Complaints Handling Policy is aimed to ensure that we handle complaints effectively and promptly.

3. Definitions

3.1 In this policy:

(a) Complaint means an expression of dissatisfaction made to us or about us, relating to our products,

services, customer service, staff or our handling of a complaint, where a response or resolution is

explicitly or implicitly expected or legally required;

(b) Complainant means any person, organization or their representative making a complaint.

4. How to make a complaint

4.1 By calling us on 0421 333 006

4.2 By email to paul@orcarebates.com.au, or

4.3 By post to 26 Blanton Drive, Mulgrave VIC 3170.

4.4 By Filling out the Professional Enquiry / Customer Feedback Form on our website.



WHY WAIT ? CALL OR TEXT
PAUL NOW 0421 333 006



VICTORIAN & FEDERAL REBATES MADE SIMPLE

We don't just explain rebates — we match you with the right energy efficient technology, provide a quote, co-ordinate install and support you with a dedicated account manager.

Professional Enquiry Form

Fill out the details below to check your eligibility for rebates.

| | |
|---|--|
| First Name * | Last Name * |
| <input type="text"/> | <input type="text"/> |
| Email Address * | Phone Number * |
| <input type="text"/> | <input type="text"/> |
| Postcode * | |
| <input type="text"/> | |
| Own / Rent * | Most interested In * |
| <input type="text"/> | Customer Feedback <input type="text"/> |
| <input type="button" value="Check My Rebates"/> | |

5. Principles of objectivity

5.1 Your complaint will be handled in an equitable, unbiased and objective manner. We aim to resolve

the complaint without assigning blame.

5.2 We shall comply with the below principles when managing your complaint:

5.2.1 Impartiality – We will avoid any bias in dealing with your complainant, the person you complain about or Orca Rebates Pty Ltd.

5.2.2 Confidentiality – We will treat your identity confidentially.

5.2.3 Completeness – We will investigate all of the facts in handling the complaint;

5.2.4 Accessibility – You may make your complaint at any reasonable point or time; 5.2.5

Equitability – We will give equal treatment to all people;

6. Three level model of complaint handling

Our complaint management system incorporates three levels of complaint management:

6.1.1 Level 1: Frontline complaint handling – early resolution, within 24 hrs.

6.1.2 Level 2: Internal assessment, internal investigation, facilitated resolution or review, within 10 business days.

6.1.3 Level 3: External assessment, investigation, ADR or review.

We aim to resolve the majority of complaints at the first level - 'the frontline'.

At each level, either the complainant or we can decide to escalate the issue to a higher level. However,

there may be some serious cases where either party can escalate the case to the highest level.

Level 1: Frontline complaint handling – early resolution

6.3.1 We aim to address the majority of complaints by frontline or early resolution.

Level 2: Internal assessment, internal investigation, facilitated resolution or review

6.4.1 The seriousness of some complaints will be escalated to the second level of complainant handling. Or if a complainant is dissatisfied with how their complaint was handled at Level 1, they can request that the complaint proceed to the second level.

6.4.1.1 Internal assessment - The information provided by you will be assessed to determine whether, and if so how, the complaint can be dealt with by Orca Rebates. Such an assessment might consider such issues as:

6.4.1.1.1 the nature and seriousness of the matters alleged;

6.4.1.1.2 the complainant's desired outcome;

6.4.1.1.3 whether there is any utility in taking the matter further;

6.4.1.1.4 the adequacy of the information provided;

6.4.1.1.5 the options available to address the complainant's concerns;

6.4.1.1.6 the appropriate level at which the matters alleged or complained about can be addressed by Orca Rebates;

6.4.1.2 Internally facilitated resolution - Where Orca Rebate's line manager talks with you to see if some form of mutually acceptable resolution can be achieved. Where appropriate, this process may include facilitating a discussion between the frontline staff member, line manager and the complainant.

6.4.1.3 Internal investigation - Investigating allegations that raise significant issues for either Orca Rebates or you. Depending on the circumstances, such investigations may be undertaken by an appropriate manager or an external advisor.

6.4.1.4 Internal review - A more senior member of staff or a line manager may review the decision of the frontline staff member or the outcome of any internal assessment or investigation of the complaint. Appropriate senior staff are given broad discretion to overturn previous decisions and apply remedies.

6.5 Level 3: External assessment, investigation, ADR or review

6.5.1 If we are unable to resolve your complaint in Level 1 and/or Level 2, or if you are

dissatisfied with the outcome that we have made in Level 1 and/or 2, then you may refer the matter as follows:

6.5.1.1 Consumer Affairs/Fair Trading

If you are not satisfied with the outcome of your complaint, you may refer your complaint to with the relevant Consumer Affairs/Fair Trading office from the following list.

ACT: Access Canberra

Phone: 13 22 81

Postal: Fair Trading, GPO Box 158, Canberra City ACT 2601

NSW: Fair Trading

Phone: 13 32 20

Postal: PO Box 972, Parramatta 2124

NT: Consumer Affairs

Phone: (08) 8999 1999 or 1800 019 319 email: consumer@nt.gov.au Postal:

PO Box 40946, CASUARINA NT 0811

Qld: Office of Fair Trading Queensland Phone: 13 QGOV

(13 74 68) email:

BrisbaneOFT@justice.qld.gov.au Postal: GPO Box

3111, Brisbane QLD 4001

SA: Consumer and Business Services

Phone: 13 18 82

Postal: GPO Box 1719, Adelaide SA 5001

Tas: Consumer, Building and Occupational Services (CBOS)

Phone: 1300 654 499 email: cbosinfo@justice.tas.gov.au

Postal: PO Box 56, Rosny Park TAS 7018

Vic: Consumer Affairs Victoria

Phone: 1300 558 181

Postal: GPO Box 123, Melbourne VIC 3001

WA: Consumer Protection - Department of Mines, Industry Regulation and Safety

Phone: 1300 304 054 email:

consumer@dmirs.wa.gov.au

Postal: Department of Mines,

Industry Regulation and Safety,

Consumer Protection, Locked Bag

100 EAST PERTH WA 6892

ACCC: Australian Competition & Consumer Commission

Phone: 1300 302 502

Postal: GPO Box 3131, Canberra ACT 2601

Administrator for New Energy Tech Consumer Code info@newenergytech.org.au 03

9929 4195

6.5.1.2 Court or Tribunal

If you are still not satisfied with the outcome of your complaint by Consumer Affairs/Fair Trading, then you may approach the relevant Court or Tribunal in your State/Territory.

7. Complaints Register

7.1 All complaints, and outcomes of each complaint will be logged in our Complaints Register. The

register will also record the dates of receipt, response (15 business days), and final resolution (25

business days unless agreed by both parties to a further extension.).

8. Keeping you informed

8.1 We will confirm receipt of your complaint promptly and inform you of the expected timeframe

for our response. If an extension beyond 25 business days is needed, we will seek your agreement in writing

9. How long will we take to deal with your complaint

9.1 We will advise you of the outcome of your complaint within 25 business days of receipt.

10. No cost

10.1 There is no cost involved to you for making a complaint to us.

11. Unreasonable conduct

11.1 Complaint conduct is likely to be unreasonable where it involves behaviour which, because

of its nature or frequency, raises substantial health, safety, resource or equity issues for Orca Rebates or its staff. Examples include unreasonable behaviour (eg verbal abuse to our staff), unreasonable persistence, unreasonable demands, unreasonable lack of cooperation.

11.2 We kindly request that complainants treat our staff with respect at all times.

12. Acknowledgments

12.1 This policy has been drafted taking into account the Australian and New Zealand Standard

Guidelines for complaint handling in organizations AS/NZS 10002:2014.

13. Review

13.1 We will review this policy regularly.

Last updated 30 April 2026

