

Solar Dispute Resolution Process

Effective December 2014



Finding a solution

We are committed to providing you with a high standard of service. However, there may be a time when you are unhappy with our service. In such cases, we will try to resolve the issue quickly to everyone's satisfaction following our Solar Dispute Resolution Process.

If for any reason you're not happy with our Solar Services, please contact our Solar Customer Service Team using one of the contact methods detailed below. We'll do our best to resolve your complaint directly with you within 20 working days.

Contact us

Phone: 0800 70 70 30
8am – 5pm, Monday to Friday

Email: info@vectorsolar.co.nz

Mail: Solar Customer Service Team
Vector Solar Limited
PO Box 99882
Newmarket
Auckland 1149

Proposed resolution timeframes

Acknowledgement

We will acknowledge receipt of your complaint in writing within 2 working days of receiving it.

We will advise you of the name and contact details of the Vector representative who will be working towards a resolution with you. This person will be responsible for investigating and resolving your complaint. You are welcome to contact your Vector representative at any time with any additional information that you think might help us to resolve your complaint.

Complaint resolution

We will provide you with an update or work to resolve your complaint within 20 working days of receiving your complaint. If your complaint is not resolved within this timeframe, we will inform you of the reason for the delay and work to a resolution within 40 working days.

Vector's Independent Complaints Scheme

If we are unable to come to an agreement within 40 working days from when we first received your complaint, you may lodge a complaint with FSCL (Financial Services Complaints Limited). FSCL offers a binding dispute resolution service that Vector will pay for to help facilitate a resolution between us. FSCL will provide an appropriately qualified and independent third-party to review the dispute between us and provide a binding recommendation on how to resolve your complaint.

Details on how to contact FSCL are set out below:



Phone: 0800 347 257

Email: complaints@fscl.org.nz

Mail: Financial Services Complaints Limited
PO Box 5967
Wellington 6145

Website: www.fscl.org.nz

Other contacts:

Citizens Advice Bureau
Community Law Centre
Disputes Tribunal