

Complaint Handling

Customer satisfaction is extremely important to us. We endeavour to deliver the best possible customer service to our customers and yet in a rare occasion, should you require to lodge a formal complaint, we would do our best to resolve your matter at the soonest possible.

Complaint handling Procedure:

CF Solar Power has a comprehensive customer complaint procedure, it includes all members of CF Solar Power including Directors to resolve any issue in the best possible way.

We try to resolve any issue as soon as it is sent to us. However, at times, we need a time of 14-21 days from the time a written complaint is lodged to resolve an issue if it needs to be looked at in detail.

In case, the resolution is not achieved within the time frame we set out to, we would communicate the requirements and resolve the issue in no more than 45 days of initial complaint.

In case you would like to escalate this complaint outside CF Solar Power, we have listed the contact details at the end of this document.

Step 1: Log a service request:

Raise a request by sending an email to us at to info@cfsolar.com.au

Your complaint must include the below details:

- Your CF Solar Power Contract Id.
- Your name and contact details
- The nature of complaint in detail
- Measures taken to resolve issue at your end
- Remedy requested

Step 2: Resolve issue over the phone:

As soon as a complaint is lodged one of our Customer Care executives contacts the customer over the phone and help them resolve the issue over the phone.

Step 3: Complaint Resolution by Management:

In case the issue needs to be looked at in detail, we redirect the complaint to the management who will be able to find out the best possible resolution.

Step 4: Organise a Technician:

In case, by any chance, the issue needs a further detailed analysis, the management organises a technician to visit the customer and provide a complete resolution of the issue.

Contact details:

CF Solar Power

Phone: 0421660226

Email: info@cfsolar.com.au

Address: 12 Summer Court
Tarneit Vic 3029.

Clean Energy Council

Phone: 03 9929 4100

Address: Level 15, 222 Exhibition Street, Melbourne, Vic 3000

Consumer Affairs Victoria

Phone: 1300 558 181

Address: GPO BOX 123,
Melbourne Vic 3001

Australian Competition & Consumer Commission

Phone: 1300 302 502

Address: GPO BOX 520,
Melbourne Vic 3001