

Complaint Handling and Dispute Resolution Procedure

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 REPS Activity Record, 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 raise your concerns

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 reps@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.

Translating and interpreting services

If you require an interpreter, please advise us accordingly or alternatively contact:

Department of Human Services

Interpreting and Translating Centre

Email: itc@sa.gov.au

Phone: 1800 280 203

Post: GPO Box 292 Adelaide SA 5001

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 Energy & Water Ombudsman SA offers advice and dispute resolution services at no cost.

Energy & Water Ombudsman SA

Mail: GPO Box 2947, Adelaide SA 5001

In Person: (strictly by appointment only)

Address: Level 11, 50 Pirie Street, Adelaide SA 5000

Phone (free call): 1800 665 565

Consumer and Business Services

File your complaint online here: <https://www.sa.gov.au/contact-us>

Mail: GPO Box 1719 Adelaide SA 5001

Phone: 131 882