

# Dispute Resolution

## What is dispute resolution?

Dispute resolution refers to the process of resolving conflicts, disagreements, or disputes between parties in a peaceful and constructive manner. It involves the use of various methods and techniques to facilitate dialogue, negotiation, and agreement between the parties involved, with the goal of reaching a mutually acceptable resolution.

## How does it work?

1. **Call** Green User staff and describe the complaint and it will be **recorded** by Green User staff in a Complaints Register.
2. This complaint will be acknowledged within **5 working days**, and a complaint number allocated to each complaint.
3. Green User staff will assist Consumers in getting their complaints **resolved on priority basis** and offer a **satisfactory solution**.
4. Matters that cannot be resolved shall be escalated to the Green User **Chief Executive Officer** for review and resolution.
5. Then the CEO will provide the complaint with a response within **7 working days**.
6. The **whole process** shall be completed within **20 working days**.

## Complaints for Product

For complaints regarding installation and products, the admin will receive and record the complaint, then the product manufacturers will be informed of such issues for seeking necessary warranty replacement and/or refunds. After that, the Operations Manager or CEO will provide a solution to the consumer's complaints.

## About Us

Green User is an energy upgrade company accredited by the Essential Services Commission (ESC) Victoria with a team of young and energetic professionals including engineers and A Grade Electricians working for the VEU (Victorian Energy Efficiency Target) scheme under the ESC.

## Need more Help?

If you need more help, please refer to the two external services below:

1. **The Consumer Affairs Victoria Website:**  
<https://www.consumer.vic.gov.au/>

2. **Commission's dispute resolution and support services:** please email the commission at [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au) or call (03) 9032 1310