



# Dispute Resolution Framework

## 1. Introduction

This framework outlines the procedure for resolving disputes related to the Victorian Energy Upgrades (VEU) program and NSW Energy Savings Scheme (ESS). It aims to ensure fair, transparent, and efficient resolution of disputes between stakeholders including consumers, service providers, and other relevant parties.

## 2. Scope

This framework applies to all disputes or enquires arising from but not limited to:

- The implementation of energy upgrades.
- Compliance with VEU/ESS program requirements.
- Contractual issues between service providers and consumers.
- Any other issues directly related to the VEU/ESS programs whether or not CO2 Free or any of its partners are directly responsible.

## 3. Initial Contact and Resolution

### 3.1. Informal Resolution

The goal of informal resolution is to reach a mutually acceptable agreement without the need for formal procedures.

- **Step 1:** Parties involved should first attempt to resolve the dispute informally through direct communication.

We encourage you to first attempt to resolve the issue with the relevant project manager and or third-party installer with whom you have had initial direct dealings as outlined in our quotations or as otherwise provided to you.

If the issue is a more serious issue and or you prefer more discretion, you may also call us directly on 1300 CO2 FREE (1300 262 373) or email us via our [website](#)

- **Step 2:** We together with any other relevant party we will respond to any complaint within 10 working days and aim to resolve the issue within 20 working days.



### 3.2. Formal Complaint Submission

If informal resolution is not successful, the complainant may submit a formal written complaint to CO2 Free and/or ultimately to a relevant governing organisation such as the Essential Services Commission (ESC) in VIC and or IPART in NSW.

- **Step 1:** The complaint should be submitted within 30 business days of the initial issue or dissatisfaction being raised.
- **Step 2:** The formal complaint should include a detailed description of the issue, any relevant evidence, and the desired outcome.

### 4. Formal Review Process

#### 4.1. Internal Review

- **Step 1:** Upon receiving a formal complaint, we will acknowledge receipt within 5 business days.
- **Step 2:** An internal review team, including the Senior Compliance Manager, will investigate the complaint.
- **Step 3:** The review team will provide a written response within 20 business days, outlining their findings and any proposed resolutions or corrective actions. If more time is required, we will contact you and provide an update and/or request an extension of time.

#### 4.2. Escalation to an External Body

If the internal review does not resolve the dispute to the satisfaction of the complainant, you may escalate the issue to an external dispute resolution body.

The relevant external bodies include:

VIC VEU Program	NSW ESS
Consumer Affairs Victoria <a href="#">website</a>	NSW Fair Trading <a href="#">website</a>
Victorian Energy Upgrades (VEU) phone number (03) 9032 1310	NSW Energy Savings Scheme (ESS) phone number: (02) 9290 8452
VEU email: <a href="mailto:veu@esc.vic.gov.au">veu@esc.vic.gov.au</a>	ESS email: <a href="mailto:ess@ipart.nsw.gov.au">ess@ipart.nsw.gov.au</a>
Victorian Energy Upgrades (VEU) Program <a href="#">website</a>	NSW ESS <a href="#">Website</a> NSW IPART Enquiry <a href="#">Fact Sheet</a>



## 6. Documentation and Record Keeping

- All parties involved in the dispute resolution process must maintain accurate records of all communications, decisions, and actions taken.
- Documentation should be kept for a minimum of 5 years to comply with legal and regulatory requirements.

## 7. Review and Improvement

- The framework should be reviewed annually to ensure it remains effective and compliant with any changes to the VEU or ESS programs or relevant legislation.
- Feedback from stakeholders involved in the dispute resolution process should be considered to improve the framework continuously.