



## CUSTOMER COMPLAINT FORM

*VESS Energy & Storage Solutions*

This form is used to record, investigate, resolve and close customer complaints. All complaints should be recorded, whether justified or otherwise.

### Customer & Installation Information

**Customer / Complainant Name:**

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**Contact Number:**

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**Email Address:**

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**Installation Address:**

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**Project Reference Number:**

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**Installation Date:**

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**System Type:** ☐ Solar PV ☐ Battery Storage ☐ Inverter ☐ Other: \_\_\_\_\_

**System Size / Relevant Equipment:** \_\_\_\_\_

### Complaint Details

**Complaint Reference Number:**

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**Date Complaint Received:**

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**Received By:**

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**Nature of Complaint - describe the issue in sufficient detail:**

**Issue Category:** ☐ System Performance ☐ Inverter Fault ☐ Battery Issue ☐ Monitoring Issue ☐ Installation Quality ☐ Communication / Customer Service ☐ Other

**Customer's requested / preferred resolution (if stated):**



## Investigation & Root Cause

**Root Cause Determination:** Record the investigation undertaken and the identified root cause. If no root cause can be established, record the conclusion and supporting reasoning.

## Corrective Action & Resolution

**Action Taken to Resolve the Complaint:**

**Outcome Achieved / Final Resolution:**

**Date of Resolution:**

**Complaint Status:**

Status: ☐ Open ☐ Under Investigation ☐ Resolved ☐ Closed

## Preventative Action

**Action Taken to Prevent Similar Complaints Arising:** Record changes to procedures, training, design, installation practices, products, documentation or other controls introduced to reduce recurrence. If no further action is required, record the reason.

**Follow-up / Effectiveness Check (where applicable):**

## Closure

**Closed By:**

**Date Closed:**

**Customer acknowledgement (where obtained):** I confirm that the complaint outcome / resolution has been communicated to me.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_