



CUSTOMER COMPLAINT FORM

VESS Energy & Storage Solutions

Customer Information

Customer Name: _____

Contact Number: _____

Email Address: _____

Installation Address: _____

Date Submitted: _____

System Details

System Type: Solar PV / Battery Storage / Inverter / Other

System Size (kW): _____

Installation Date: _____

Project Reference Number: _____

Complaint Details

Please describe the issue or complaint in detail:

Issue Category

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

Preferred Resolution

Please indicate your preferred outcome or resolution:

Office Use Only

Complaint Reference Number: _____

Received By: _____

Date Received: _____

Action Taken:

Resolved Date: _____

Customer Acknowledgement

I confirm that the information provided in this complaint form is accurate to the best of my knowledge.

Customer Signature: _____

Date: _____