

Consumer Complaints

V2.1

Technical Non-Compliance

The SAA Compliance team can assist consumers, through the Non-Compliance Reporting process, with technical non-compliance matters that relate to applicable Australian Standards and the local, state/territory and national legal requirements and SAA Requirements.

Non-Compliance Reports against SAA Accreditees must be submitted using the following SAA Consumer Complaint form (pages 3-8).

Each non-compliant item listed in the report must be supported by:

- The details of the accredited person responsible (refer to electrical safety/compliance certification or STC claim forms to verify the accreditation holder's details)
- Photographic or document-based evidence
- A written summary of the non-compliance
- The clause(s) that have been breached by the non-compliance. Each clause must reference the origin document – Australian Standards, SAA Requirements, local, state/territory and national regulations

The evidence listed above is essential for SAA to take compliance action; without it, no further steps can be taken.

SAA cannot undertake audits/inspections on behalf of consumers and is reliant on the information provided in the report. It may be necessary to engage a person with suitable qualifications to conduct an audit of the system and create the report.

Other report sources will be accepted so as all evidence is clearly identified within the report and provides the information listed above. The SAA Consumer Complaint form is still required to lodge a complaint.

Once complete, the Consumer Complaint form can be submitted to the SAA Compliance team here: technicalcomplianceandinspections@saaaustralia.com.au

Complaint Regarding the Conduct of a Company

As the accreditation scheme operator (ASO) appointed by the Clean Energy Regulator (CER), SAA accredits individuals, not companies or retailers.

SAA Compliance can require accredited persons to rectify non-compliant installation practices on PV and Battery systems. If an accredited person fails to rectify a non-compliant installation, SAA Compliance can suspend or cancel their accreditation.

Where the complaint is against a retailer or company that sold the system, SAA does not have authority.

There is a list of other bodies better placed to assist consumers on the SAA [website](#).



Complaint Involving Property Damage

Damage that has been caused as the result of non-compliant installation practices does not sit within the rectification process and must be covered by insurance. SAA requires accredited individuals to hold a minimum of \$5M of Public Liability insurance for this reason.

Examples of non-compliance that leads to property damage:

- Tiles not being ground to sit in their original position around the tile foot resulting in water ingress and damage. SAA can require that the tiles are rectified to prevent further water ingress, but damage already sustained due to the ingress of water is not covered under the rectification.
- Poorly installed equipment leading to a small external fire and burnt cladding. SAA can require that the equipment is replaced, and the system installed correctly, but the damage already sustained due to the fire is not covered under the rectification.

Your home insurance company should be able to manage this on your behalf and engage with the accredited persons Public Liability insurance to have the damage repaired.

It is important to keep a record of all inspection reports, SAA communication and any other vital information your insurance company may require.

Financial or Contractual Complaints

Unfortunately, SAA Compliance cannot assist with complaints or disputes relating to the commercial, contractual, and financial arrangements.

Where the complaint is against a retailer or company who sold the system, SAA does not have authority to take action, and our powers are limited to installers who participate in the accreditation scheme that SAA operates.

There is a list of other bodies better placed to assist consumers on the SAA [website](#).

Complaint Regarding Systems That Are Unsafe, Dangerous, or a Risk to Persons or Property

A system posing a risk to persons or property should be reported to state and/or territory regulators or relevant Distribution Network Service Provider (DNSP).

A list of state and territory electrical safety regulators is available on the SAA [website](#).



SAA Consumer Complaint Form – Technical Non-Compliance

Date:

Complainant Information

Name:

Mobile:

Email:

Are you the owner of the property where the non-compliant system has been installed? If NO, specify your relationship to the owner below

YES ☐

NO ☐

Relationship:

System Information

Address:

Was the system installed/commissioned more than 5 years ago? If YES, SAA will be unable to assist further

YES ☐

NO ☐

Date of Installation:

SAA Accredited Person

Name:

Mobile:

Email:

Electrical Licence Number:

SAA Accreditation Number:

Inspector/Auditor Information

Has an independent inspector or auditor conducted an inspection or audit identifying non-compliances? If YES, complete the section below

YES ☐

NO ☐

Name:

Mobile:

Email:

Electrical Licence Number:

SAA Accreditation Number:



Non-Compliance Summary

Specify all non-compliances in the fields below, an example is provided for reference.

Please note if this information is not provided correctly, then SAA will be unable to assist further.

If you are unable to specify the exact standard/regulatory document and clause that is in breach, it may be necessary to engage a person with suitable qualifications to conduct an audit of the system and create a report. You could contact a local solar installation company, inspector/auditor to assist with this.

Non-Compliance Description	<i>Example - Wiring at the PV array is not fixed in appropriate manner to last the lifetime of the system</i>
Applicable Standard / Regulatory Document	<i>Example - Standard AS/NZS 5033:2021</i>
Clause(s) Breached	<i>Example - Clause Cl 4.3.2.3.1 (g)</i>

Has a solar inspection/audit report been provided that contains all required information (Photos, Document Evidence, Applicable Standard/Regulatory Document, Clause(s) breached)? If yes, fill in the Filename field below:

YES ☐

NO ☐

Audit/Report Filename:

Enter each non-compliance issue in a separate section below. Only one issue per section.

Description of Non-Compliance Issue #1	
Applicable Standard / Regulatory Document & Clause(s) Breached	
Photographic/Document Evidence Provided	YES ☐ NO ☐
SAA Technical Assessment	



Description of Non-Compliance Issue #2	
Applicable Standard / Regulatory Document & Clause(s) Breached	
Photographic/Document Evidence Provided	YES ☐ NO ☐
SAA Technical Assessment	

Description of Non-Compliance Issue #3	
Applicable Standard / Regulatory Document & Clause(s) Breached	
Photographic/Document Evidence Provided	YES ☐ NO ☐
SAA Technical Assessment	



Description of Non-Compliance Issue #4	
Applicable Standard / Regulatory Document & Clause(s) Breached	
Photographic/Document Evidence Provided	YES ☐ NO ☐
SAA Technical Assessment	

Description of Non-Compliance Issue #5	
Applicable Standard / Regulatory Document & Clause(s) Breached	
Photographic/Document Evidence Provided	YES ☐ NO ☐
SAA Technical Assessment	



Description of Non-Compliance Issue #6	
Applicable Standard / Regulatory Document & Clause(s) Breached	
Photographic/Document Evidence Provided	YES ☐ NO ☐
SAA Technical Assessment	

Description of Non-Compliance Issue #7	
Applicable Standard / Regulatory Document & Clause(s) Breached	
Photographic/Document Evidence Provided	YES ☐ NO ☐
SAA Technical Assessment	



Homeowner Consent and Declaration

As the owner of the system being audited, SAA seeks your consent for the following:

1. For SAA to review this complaint (if it has been submitted on your behalf);
2. For the SAA Accredited person responsible to return to the property and rectify the non-compliances and;
3. For SAA to provide the SAA Accredited person responsible with your contact information to make arrangements for the rectification work to be undertaken.

Name:

Signature:

Date:

Overall SAA Assessment Outcome

SAA Internal Use Only

