

Date: 17/10/2025

Dispute Resolution Framework

1. Purpose

This framework outlines how Unwind Data & AI Pty Ltd manages complaints and disputes relating to prescribed activities under the Victorian Energy Upgrades (VEU) program.

2. Internal Complaints Procedure

1. Lodging a Complaint

- Consumers may lodge complaints via web form, phone, email, or in writing.
- All complaints are logged in Smartsheet for tracking and resolution.

2. Acknowledgement

- All complaints will be acknowledged within 2 business days of receipt.

3. Investigation & Resolution

- Complaints are reviewed by the Director or delegate.
- Contractors or staff involved may be asked to provide input or supporting information.
- A proposed resolution will be provided within 10 business days, and all reasonable steps will be taken to ensure final resolution within 20 business days of receiving the complaint, in accordance with the VEU Code of Conduct.

4. Escalation

- If the consumer is unsatisfied with the proposed resolution, the complaint may be re-reviewed by the Director.
- If the issue remains unresolved after internal review, the consumer may refer the matter to the Essential Services Commission (ESC).

5. Record Keeping

- All complaints, actions taken, and final outcomes are documented and stored for a minimum of 5 years.
- Complaint data is reviewed quarterly to identify trends and improve customer experience and compliance processes.

3. Consumer Information – Statement of Complaint Rights

Complaints & Dispute Resolution Information

Unwind Data & AI Pty Ltd is committed to high-quality service and transparency under the Victorian Energy Upgrades (VEU) program.

If you have a complaint:

- Contact us on 0481 357 950 or info@unwindai.com.au
- We will acknowledge your complaint within 2 business days
- We aim to propose a resolution within 10 business days and resolve all complaints within 20 business days
- If you are not satisfied with our response, you may escalate the matter to the Essential Services Commission (ESC) via www.esc.vic.gov.au

Your feedback helps us improve the quality and safety of our services.

Approved by:

Thomas Taresch

Director, Unwind Data & AI Pty Ltd