



Major or Severe Breaches

Medium or Minor Breaches

BREACH  
Formally notify Signatory of breach in writing

Response received by Signatory

Dispute

3 person CEC Complaint Panel discuss breach and devise investigation plan

Code Administrator gathers further information as per investigation plan

3 person CEC Complaint Panel decide outcome of breach and appropriate sanctions

Breach

Notify Signatory and Complainant of outcome. Impose appropriate sanction. Update Complaints spreadsheet

Less than 2 breach sanctions issued in last 12 months

Ensure sanction requirements have been completed in required timeframe

End Process

RECTIFICATION  
Notify Signatory via email with request to rectify issue

7 days

Confirm issue has been rectified. Notify Complainant. Update Code Complaints spreadsheet

End Process

Notify Signatory and Complainant of outcome. Impose appropriate sanction. Update Complaints spreadsheet

Dispute

Less than 2 breach sanctions issued in last 12 months

Ensure sanction requirements have been completed in required timeframe. Update Complaints spreadsheet

End Process

Notify Signatory and Complainant of next Code Review Panel meeting

Lodge Appeal Form. Prepare Appeal for Code Review Panel

Notify Signatory and Complainant of outcome of Code Review Panel findings. Impose Sanction

Less than 2 breach sanctions issued in last 12 months

Instigate Suspension Process

End Process

Ensure sanction requirements have been completed in required timeframe. Update Complaints spreadsheet

End Process

Any Signatory who receives 3 suspensions within 12 month timeframe will be referred to Code Review Panel and may have their Approved Solar Retailer status cancelled