

# COMPLAINTS HANDLING POLICY

## Introduction

We are dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels from CEO down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As our customer, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

## Summary

We want and aim to resolve your complaints as soon as possible. Please call our Customer Service Team on 1300 010 011 between Monday to Friday (9am-5pm AEST) and we will do our best to fix any problems or issues you may be having with our service, as soon as possible.

## Our Responsibilities

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard of customer service.

## Handling Your Complaint

- Upon receiving a written, fax or email complaint, we will acknowledge your matter via telephone or in writing within 2 business days. Complaints received via telephone will be acknowledged immediately.
- If your complaint is urgent, (**please note that we do not provide Priority Medical Assistance on any of our services**), such as where you have been accepted by us as undergoing financial hardship under our financial hardship policy, or where your service is about to be disconnected, we will attempt to resolve it within 2 business days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 15 business days and execute the resolution within 10 business days of that agreement.
- Complex complaints may take longer than 15 business days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records that are more than 24 months old.
- Making a complaint is normally free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 calendar days.

## **Step 1**

If you have a complaint regarding any aspect of your account or dealings with us, we urge you to call our Customer Service Team in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us.

If you prefer to put your complaint in writing, we will respond to your letter or email and will confirm any details in writing if you request us to do so.

If you like, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please see our website for the procedure to appoint an authorised representative or advocate. When you discuss your complaint with us, we can assist you to clarify and formulate the complaint.

You can also make a complaint by using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to send a complaint to us.

## **Step 2**

Complaints made to us are overseen by our customer complaints team. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask our Customer Complaints Manager to escalate your complaint to Senior Management directly. If so, we will try to make a Senior Management representative available to address the complaint as soon as possible.

## **Step 3**

When your complaint is resolved, we will confirm this with you and execute the resolution within 10 business days. If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following bodies:

## **TIO**

The Telecommunications Industry Ombudsman (“TIO”) is an alternative dispute resolution scheme for residential and small business consumers in respect of disputes. The TIO can assist you if you have been unable to resolve your complaint with your phone or internet company directly.

The TIO seeks the co-operation of BOTH parties through an alternative dispute resolution process to achieve an outcome that is fair and reasonable. To lodge a complaint with the TIO you may visit <http://www.tio.com.au/> or call 180006 2058.

## **OFFICE OF THE FEDERAL PRIVACY COMMISSIONER**

The Office of the Information Commissioner can assist you with all matters related to privacy. To lodge a complaint, you can call 1300 363 992 or visit [www.oaic.gov.au/](http://www.oaic.gov.au/)

For other telecommunications and trade practices issues, you may lodge a complaint to:

- The Fair Trading Office in your state;
- The Australian Competition and Consumer Commission; and/or
- You may also obtain legal advice from your solicitor as an alternative avenue for resolution