

# Complaint Handling Policy

## Introduction

We are committed to providing our customers with the best products and service. This policy details how we handle customer complaints in relation to our products and services. We will demonstrate fairness, courtesy, objectivity, and efficiency in dealing with complaints.

This complaint handling process has been designed to comply with the Telecommunications Consumer Protection Code (TCP) (C628:2015). Implementation, operation, and compliance of this process with the TCP Code is the responsibility of our Chief Executive Officer.

## Your legal rights

Nothing in this policy limits or detracts from your rights under the Standard Terms and Conditions, the Telecommunications Act, the Competition and Consumer Act or any other laws.

You do not have to follow the complaint handling procedures in this Statement; you can choose to take independent action to enforce your rights. However, we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

## How we will handle complaints

Our complaint handling policy aims to provide an efficient, fair, and accessible mechanism for customer complaints.

Our Customer Service team will be your single point of contact; whether you wish to register a complaint about technical difficulties, billing issues, or Our Authorised dealers and staff.

Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries. It may not always be possible to resolve a complaint on the first call, for example, because call records have to be reviewed or enquiries made with our staff.

Our objective is that complaints that cannot be resolved during the first call will be resolved within the timeframes agreed with the customer.

To provide a check on the handling of complaints our supervisors will:

- Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution been reached.
- Call back a cross section of customers to discuss the handling of the complaint by us, with a view to understanding how we can do better; and
- Review all complaints which have not been resolved within our timeframes, and determine what action is needed to resolve those complaints quickly.
- Identify systemic issues and implement ways of improving our processes and the training of staff.

## **How to escalate your complaint**

If you are not satisfied with the way in which the Customer Service Representative has handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

## **Lodging complaints**

You can lodge a complaint with us by Post, or by using the contact phone number or email address on your most recent invoice.

Customer Care  
P.O. BOX 197  
GREENSBOROUGH VIC 3088

We will acknowledge your complaint immediately if you complained to us over the phone, and within 2 working days if you have lodged your complaint through any other channel (for example: By email or post) including where you left a message with our afterhours messaging service.

When we acknowledge your complaint, we will give you a unique reference number to enable you to easily follow up on your complaint. We will also give you an indicative timeframe for resolving your complaint. You can follow up on your complaint by using the contact phone number or email address on your most recent invoice.

We will endeavor to resolve all complaints within 5 working days of the complaint being received. If we are unable to meet this time frame, we will advise you prior to this the reason for the delay and the proposed timeframe for resolution.

You can request your complaint to be looked at urgently:

- if you have applied for being in financial hardship under our Financial Hardship Policy and the issue you are complaining about directly contributes to the Financial Hardship you are experiencing, or
- if your service has been disconnected or is about to be disconnected and due process has not been followed.

In this case we will agree with you on how to address the issue and implement all required actions to fix the issue within 2 working days. If there is a delay, we will explain why, provide you with a new expected timeframe, and if it is a longer delay also inform you about your options for external dispute resolution such as the TIO.

## **Monitoring the progress of your complaint**

You will be provided with a unique reference number for your complaint, which you can use to track the progress of your complaint. You can monitor the progress of your complaint by calling our Customer Service Team.

## **Proposed Resolution**

If we propose a solution to your complaint, we will ask if you are satisfied with the proposed solution. A proposed solution must be accepted by you before we are required to implement it.

## **Free of charge**

We will not charge you for dealing with your complaint in most instances, and we will never charge you without telling you first.

We may charge you to recover our costs in very specific circumstances only, i.e., we may charge you where you request information that was collected more than two years ago, or where you request information that is not free of charge as per our Standard Form Customer Contract or our Critical Information Summary (if applicable).

If cost recovery charges apply, we will tell you before charging you (and you may of course choose not to pay and discontinue your complaint) and we will inform you about your options for external dispute resolution, e.g., the Telecommunications Industry Ombudsman (TIO).

## **Taking appeals to external organisations**

We believe that our internal appeal process will provide the quickest and most effective way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through our review process before complaining to the TIO. You should note, however, that the TIO service is intended as a last resort for telecommunications subscribers with complaints and the position of the TIO is that you should raise a complaint with Us before approaching them.

The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the ACMA.

To lodge a complaint with the TIO you can call on 1800 062 058 or write to:

TIO  
PO Box 276  
Collins Street West  
MELBOURNE VIC 8007