

Complaint Handling Policy



We are committed to efficient, fair and courteous resolution of genuine customer Complaints.

Once in a while you might feel that you are not getting genuine assistance from a Customer Care consultant (or maybe that they just don't understand the issues you are facing). At times like these, communicating with somebody else might resolve the issue relatively quickly.

By following this Policy, we aim to understand you better, give you more room to communicate your issues and have those issues resolved quicker.

1. Preamble

- a. Definitions;
 - i. TIO refers to the Telecommunications Industry Ombudsman
 - ii. ACMA refers to the Australian Communication and Media Authority
 - iii. TCPC refers to the Telecommunications Consumer Protections Code
- b. We acknowledge that customers have the right to complain.
- c. We can only investigate a complaint if you are currently a customer of ours, or were or had an active account with us within the past 2 years.
- d. This Policy was formulated to comply with the TCPC.
- e. If your service is still active with us, your complaint will not adversely affect the technical qualities of your service or our service commitment to you.
- f. This Policy does not apply to complaints that:
 - i. are the subject of legal action;
 - ii. are already filed with the TIO;
 - iii. relate to our prices and miscellaneous fees.
- g. This Policy has been submitted to the TIO and ACMA and we will inform the TIO within 7 days if there are any significant changes.

2. Complaint lodgement and our approach to understanding your Complaint

- a. It is necessary that both parties have a fair and reasonable approach to the complaint in order that the complaint resolution process be fruitful.
- b. All complaints must be recorded in detail and therefore must be submitted in writing;
 - i. By using our Online Feedback Form
 - ii. By facsimile transmission to 1300 887 866
 - iii. By posting in a letter to GPO Box 2138 Melbourne VIC 3001
 - iv. In your complaint lodgements you must provide your customer number, first name, last name and contact details (phone, mobile phone and email address).
- c. When your complaint has been received, a member of staff empowered and trained to investigate a complaint ("Investigation Officer") will take responsibility for investigating your complaint.
- d. An Investigation Officer cannot be assigned to review your complaint if the complaint is not lodged using one of the methods stated in paragraph (c).
- e. In our investigation, we will consider what is fair and reasonable in the circumstances and whether our Terms and Conditions of Service provided clear directions;
 - i. The Investigation Officer assigned to review your complaint will be your point of contact until closure of the complaint.
 - ii. To ensure clarity of communication with you, no other member of staff will have the authority to discuss your Complaint with you unless specifically requested by the Investigation Officer.
 - iii. Investigation Officers are trained to review your complaint objectively, empathetically and courteously.
- f. When may cease investigation of your complaint if;
 - i. You are rude, threatening or abusive of your Investigation Officer and/or
 - ii. We find that your Complaint is frivolous or vexatious

3. Complaint handling time frames

- a. We will assign you a unique Complaint Number within 5 working days of receiving your Complaint and this will constitute our acknowledgement of your complaint.
- b. An Investigation Officer will contact with you, within 5 working days of you receiving your Complaint Number, to discuss your complaint.
- c. We will aim to resolve your complaint within 10 working days of you receiving your Complaint number and inform you of the outcome in writing.
- d. On resolving your complaint, both parties must accept the undertakings in writing within 2 working days.
- e. On acceptance of any undertakings and there being any further actions required, we will action any undertakings we have agreed to within 3 working days subject to external constraints;
 - i. If an action relates to the refund of some amount, we will process the refund within 30 days subject to paragraph 3(d).

4. Escalation of your complaint

- a. If you do not feel the outcome of your complaint was fair or reasonable, you do not have to accept the outcome provided by your Investigation Officer.
- b. You may request your Complaint to be reviewed by the Customer Service Manager;
 - i. This escalation must be made in writing and clearly stating the reasons for why you feel the outcome provided was unfair and unreasonable.
- c. A complaint escalated for review by the Customer Service Manager will be resolved within 5 working days after which you will be notified in writing of the outcome and paragraphs 3(d) and 3(e) will come into effect again.
- d. If you do not believe the outcome provided by the Customer Service Manager was fair or reasonable, you should then contact the TIO on **1800 062 058** for further assistance.

5. Miscellaneous

- a. If a complaint is in relation to a genuinely disputed amount, that amount shall be quarantined from Credit Management until the dispute is resolved.
- b. All communication relating to a complaint will be recorded and stored for a period of no less than 2 years.