

Complaints Escalation Process

This article will outline our Complaints Escalation Process.

Our complaints process is designed to encourage the fast and efficient resolution of your issue at the first point of contact. While we will always aim to provide you with great customer service, we recognise that you may wish to express dissatisfaction with our products, services, staff or procedures.

During the course of your complaint, we will aim to tailor any proposed resolutions to provide a fair and reasonable outcome to all parties involved. Once accepted, we will aim to deliver our mutually agreed resolution to you within 10 business days, or 2 business days where the complaint is urgent.

NOTE: If you would like to nominate an authorised representative/advocate to make a complaint on your behalf, please authorise them during your first contact with us.

Step 1 : First Contact

To begin any complaint, please contact us through any of the means listed on our contact page. Calling us is recommended for the swiftest response; email (or postal mail) should be used as a last resort if you have no access to a working phone service.

Alternatively, you may email us and your complaint will be passed to the correct department.

First contacts will be addressed by our support staff. Our staff are empowered to resolve complex issues and first level complaints and make fair and reasonable customer service decisions.

You will receive acknowledgement of your complaint (including a reference number) within 2 business days if you make your complaint via email or in writing. Please note that complaints sent via postal mail are subject to the delivery timeframes of the postal service. For complaints lodged in person or via the telephone, acknowledgement and your reference number can be provided immediately.

Step 2: Escalating your complaint

If our staff are not able to resolve your complaint, they can escalate it to Senior Management. In order to ensure that we're able to address your query effectively, you'll need to provide us with a preferred telephone number and/or email address or that you can be reached on during the day

Our Senior management will review the dispute and attempt to resolve the complaint.

Getting Updates

You can check up on the progress of your complaint at any time by calling us on 02 8064 2566 and quoting the complaint reference number.

We will advise you either verbally (via telephone) or in writing (via email) of the outcome of your complaint. If you prefer a specific method of contact, please advise us when lodging your complaint.

Further options

You will find the majority of matters can be handled by our internal processes and we do ask that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have already escalated your complaint, as a last resort you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058) or the fair trading department in your state or territory.

Urgent Complaints

If you feel your complaint is urgent, please tell us as soon as possible via telephone. Our support staff will refer all urgent complaints to Senior Management, and we will respond within one business day.

We aim to resolve all urgent complaints within 2 business days. We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside these timeframes.

We consider a complaint urgent when it concerns any of the following:

- Your issue is about a disconnection that's about to happen, or a disconnection that has happened in error.
- Your issue is about a service or situation that is dangerous to the health and safety of you or others.