

# Complaint Policy



## INTRODUCTION

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

If you think that there is an error in your invoice or you are experiencing a fault our Customer Service Representatives are always available to help, however if you would like to express dissatisfaction on how the matter has been addressed, we invite you to lodge a complaint in any of the following forms:

Email:	info@1telecom.com.au
Phone:	1300 948 599 (Monday to Friday 10 am – 7 pm)
Website:	<a href="https://1telecom.com.au/contact-us/">https://1telecom.com.au/contact-us/</a>
Letter:	16 Enclave Bend, Earlville QLD 4870

As our customer, you are entitled to make a complaint to us. Below you can read in detail how we handle complaints, the timeframes, what we expect from you and what you should expect from us. Lodging a complaint is free, however we may charge you in some specific circumstances (see clauses 88 and 89 of our SFOA)

## ACCESSIBILITY, DISABILITIES AND FINANCIAL HARDSHIP

If you require assistance because of a disability, or just with the English language, we will do our best to assist you and make your experience easier, however in some cases you may require the assistance of the National Relay Service (133 677 or 1300 555 727) or the Translating and Interpreting Service (131 450).

If you are affected by financial hardship you may request our Customer Service Representatives to escalate the complaint as urgent or to apply for a special arrangement that may allow you to recover from the hardship.

### URGENT COMPLAINTS

Upon request, or at our discretion, we can escalate a complaint to urgent, which is addressed as priority and with shorter timeframes.

A complaint can be addressed as urgent if:

- You have applied to our financial hardship policy and not addressing the complaint with urgency can aggravate your financial situation.
- Your service will be disconnected imminently because of the matter of the complaint.
- Your service has been disconnected and a delay in the reconnection may put lives in danger (Please note that we do not provide Priority Medical Assistance on our services)

## ESCALATION OF A COMPLAINT

Complaints are regulated internally in such a way that if they have not resolved within a specific timeframe, they are automatically escalated to our Compliance Department.

You have the right to request for a complaint to be escalated and, if your request is reasonable, the complaint will be escalated and you will be notified.

Escalated complaints are resolved with the supervision of a senior Team Leader in consultation with the Compliance Department. Please note that an escalation does not affect the time for a complaint to be resolved, but only ensures

the supervision of more experienced team members, where the case is not of a simple resolution. An escalated complaint may require more than the usual time to be resolved, as every action requires different levels of our organization to work on the proposed resolution.

## **OUR RESPONSIBILITIES**

- To treat you with courtesy and respect.
- 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.
- To review our complaints so that we can improve our standard of customer service.

## **YOUR RESPONSIBILITIES**

- To treat our employees with courtesy and respect.
- To continue to pay your invoices, unless advised otherwise by the dispute officer.
- To be available to discuss your complaint while it has been investigated and confirm if you have accepted or not a resolution within a reasonable timeframe.

## **UNRESOLVED COMPLAINTS**

If you think that the resolution proposed by our Customer Service Representative is not satisfactory and fair or that the complaint itself has not been handled properly, you can always request to escalate the complaint to the Compliance Department.

If at any time you think that the complaint cannot be resolved within the process described in this document, you may decide to contact the following agencies:

### **Telecommunications Industry Ombudsman**

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 can visit <http://www.tio.com.au/> or call 1800062058.

### **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/)

### **Other**

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
- You may also obtain legal advice from your solicitor as an alternative avenue for resolution

## 1 TELECOM COMPLAINT PROCESS

Upon receiving a complaint, we will acknowledge within one business day, by providing to you:

- a case reference number
- where to find this document
- which department will follow the complaint

Non-urgent complaint will be addressed in the same day, if possible, however we may require up to 15 business days to investigate a case.

In case we need more time, you will be notified immediately with the cause of the delay and the new timeframe. We will also keep you informed at any stage of the complaint. You can also contact us and request the status of your complaint by providing the related case reference number.

Once the case has been investigated we will propose a resolution.

If a complaint is classified as urgent you will be notified by our staff and we will try to resolve it within two business days, plus a maximum of other 2 business days to implement the agreed resolution.

Once the complaint is resolved you will be informed. A complaint can be closed because we have reached an agreement with you or because we have reasonably determined that there is nothing we can do or that the complaint is frivolous or vexatious

