

Customer Complaints and Feedback Policy

We are committed to creating a culture whereby your feedback is encouraged, recognised and consistently captured.

Under our Customer Complaints and Feedback Policy, you will be given the opportunity to register a complaint or provide feedback via a process that is fair, transparent and free of charge.

All complaints and any feedback will be received, considered and treated without bias.

Where you choose to register a complaint with us, we commit to:

- Actively listen to you.
- Work with you to understand your complaint and to determine a mutually agreeable resolution.
- Obtain your acceptance of any proposed resolution, prior to implementing it.
- Halt credit management action against any amount that is the subject of an open complaint.
- Not pursue legal proceedings whilst a complaint is currently being investigated.

How you can provide feedback

Complaints and feedback can be provided using any of the following mediums:

- In writing – either by mail, fax or via email.
- Verbally – either in person over the counter (where we have a retail outlet), or over the phone.
- Online – via our website.
- Through comments and feedback provided via customer satisfaction surveys or within customer focus groups.

We will endeavour to service the needs of people with disabilities and those with special needs by providing them with access to appropriate resources, such as interpreter services as required.

Fair and transparent processes

Our customer service staff have the authority and skills required to record and manage your feedback or complaint regardless of whether it relates to a billing issue, systemic problem, technical service difficulty or a standard inquiry.

Customer service staff will always:

- identify themselves by first name when dealing with you;
- deal with an authorised representative, and on request will deal with an advocate if the advocate can be appropriately identified and authorised by the account holder; and
- record all complaints and feedback in the appropriate format.

Customer service staff will advise you of how you can provide feedback and the type of information that is considered to be of value. Such information may include, your account number, time and date of instances and historical data.

Once you lodge a complaint with us we will provide you with a unique complaint reference number. You will be able to use this number to monitor the progress of your complaint.

Classification of complaints

Whilst we understand that all complaints require our prompt attention and a quick resolution we think that it is important to classify some complaints as urgent. We will define a complaint as urgent when it meets one or more of the following criteria:

- Where a complaint is made by you and you have applied for or have been accepted under our Financial Hardship policy and where the subject of your complaint has the potential to aggravate or contribute to your financial hardship; or

- Where disconnection of your service(s) is imminent or has occurred and we have not followed due process.

Retention and review of records

We will retain all records of complaints for a minimum of two (2) years.

We will actively monitor complaint records on a regular basis to identify emerging issues and look to improve them as soon as practical. Formal reviews and analysis will be undertaken quarterly to:

- Ensure that satisfactory resolutions are being delivered.
- Identify possible improvements to our process or product.
- Identify systemic issues.

Timeframes

The table below outlines the timeframes that we will apply:

Escalation Paths	How	When to refer
TIO	Call 1800 062 058 Write to PO Box 276, Collins St West, MELBOURNE VIC 8007 Website: www.tio.com.au	The TIO is authorised to investigate certain complaints by residential and small business users of telecommunications and Internet services.
Office of Fair Trading	Consumer Affairs & Trading Tasmania 1300 654 499	The Office of Fair Trading, or its equivalent, in your State or Territory may also investigate consumer complaints.
ACMA	Phone (03) 9963 6800	You can contact the Australian Communications and Media Authority (ACMA) for information about telecommunications issues. The ACMA is the agency responsible for regulating the telecommunications industry.
ACCC	ACCC Infocentre 1300 302 502	The ACCC handles consumer affairs and protections and fair trading laws.

For further information please phone Tas Communications on 1300 852 369.