

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 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
- 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 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.

Process step	Timeframe
Complaint acknowledgement	<ul style="list-style-type: none"> • When you make a complaint either, in person or over the phone, we will acknowledge your complaint at the time of receipt. • Where your complaint is made by email, logged via our website, via post or via phone and a message is left, we will acknowledge your complaint within 2 working days.
Complaint resolution	<p>We will always advise you of the resolution of your complaint.</p> <ul style="list-style-type: none"> • Where possible we will seek to resolve your complaint on first contact. • Where this is not possible we will advise you of the proposed resolution within 15 working days from the date we receive your complaint.

Urgent complaints	For urgent complaints, where you accept the proposed resolution, we will implement the resolution within 2 working days from receiving your complaint.
When timeframes will not be met	If we feel that we will not meet the above timeframes we will advise you (prior to the timeframes elapsing) of: <ul style="list-style-type: none"> • the reasons for the delay • the specific timeframe that will apply; and • if the anticipated delay is likely to be a further 10 working days or more and the delay is not the result of a declared mass service disruption we will advise you of your options for external dispute resolution.
Resolution actions	We will complete all necessary actions to deliver the resolution we offer within 10 working days of you accepting the resolution unless: <ul style="list-style-type: none"> • you agree otherwise; or • the resolution is dependent on your completing actions and these actions have not been completed.
Complaint outcome in writing	When we close a complaint (with your consent) and you request a written confirmation of the outcome we will provide this within 5 working days .

Further investigation and assistance

Internal escalations

If you are unhappy with the way in which we handle your complaint, the timeframes that apply or how we have classified your complaint, you can request that your complaint be transferred to a senior representative.

If, after internal escalation, you remain dissatisfied we will advise you of the options for external dispute resolution including the Telecommunications Industry Ombudsman (TIO).

External escalations

In some instances it may be more appropriate for your complaint to be dealt with by an external party.

Alternatively you may request an external review your complaint. On such occasions we will assist you by providing you with the following alternatives and contact points.

Escalation Paths	How	When to refer
TIO	Call 1800 062 058 Write to PO Box 276, Collins Street 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	Office of Fair Trading – New South Wales – 13 32 30 Office of Fair Trading – Queensland – 13 13 04 Consumer Affairs Victoria – 1300 558 181 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.
Telephone Information Services Standards Council (TISSC)	Phone 1300 139 955	The TISSC investigates complaints about the content and advertising of 19 Premium Services.
Communications Alliance 19 SMS	http://www.19sms.com.au/index.php	More information for consumers, including a look-up facility to find the helpline number for a particular premium SMS service, is available at http://www.19sms.com.au

For further information please phone Bendigo Telco on 1300 228 123.

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