

# Complaint handling policy

## Our principles

We hope you never have to contact us with a problem, but if you haven't received the service you expected, you always have the right to make a complaint.

We take all complaints seriously and deal with them in a fair, efficient, and objective manner through a transparent process. We strive to solve any problems you may have during your first contact with us.

Our complaint handling process is implemented in accordance with the Telecommunications Consumer Protections Code C628:2015 (TCP Code) and responsibility for compliance with the process lies with our Managing Director.

## Free of charge

We will not charge you for dealing with your complaint.

## How to make a complaint?

If you wish to complain, please contact us through any of the following:

1. By sending an email to [support@accordconnect.com.au](mailto:support@accordconnect.com.au)
2. By calling us on 1300 017 150, 8:00am to 8:00pm Monday to Friday AEST
3. In person at any Officeworks store

If you are calling us from a landline, your call is free of charge. Note that calling us from a mobile may be more expensive.

We will help you with formulating, lodging and progressing your complaint if you request this.

If you are deaf or have a hearing or speech impairment you can use the services of the National Relay Service to make a complaint. If English is not your first language you may use the services of the National Translating and Interpreting Service to make a complaint.

You can appoint an authorised representative or advocate to make a complaint on your behalf. To ensure you have authorised the person to discuss the complaint on your behalf, we require you to complete our 'Appointment of an Authorised Representative' form.

## What we will do

### *Acknowledge...*

We will acknowledge your complaint immediately.

When we acknowledge your complaint, we will give you a unique reference number to enable you to easily follow up on your complaint. We will also give you an indicative time frame for resolving your complaint. You can follow up on your complaint by emailing us at [support@accordconnect.com.au](mailto:support@accordconnect.com.au) or by calling 1300 017 150 (Monday to Friday, 8am-8pm AEST).

### *...And Solve*

Our goal is to always fix your problem during your first contact with us.

Sometimes this is not possible and we need to investigate the matter. We will then agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15 working days of receiving your complaint. We will advise you in writing if you request this.

Occasionally it may take longer than 15 working days to investigate your problem and in this case we will

explain why and give you a new expected timeframe.

If the delay is more than 10 working days (and is not the result of a mass service disruption) we will also inform you about your options for external dispute resolution such as the TIO.

Once we agree on how to fix your problem, we will implement all actions required to fix the issue within 10 working days, unless you agreed otherwise or unless you have not done something that we needed you to do and we cannot proceed because of this.

### **What if your complaint is urgent?**

Your complaint will be treated as urgent

- if you have applied for being in financial hardship under our Financial Hardship Policy and the issue you are complaining about directly contributes to the Financial Hardship you are experiencing; or
- if your service has been disconnected or is about to be disconnected and due process has not been followed.

In this case we will agree with you on how to address the issue and implement all required actions to fix the issue within 2 working days. If there is a delay, we will explain why, provide you with a new expected time frame, and if it is a longer delay also inform you about your options for external dispute resolution under the Telecommunications Industry Ombudsman.

### **If you are unhappy with our efforts**

If you tell us that you are not satisfied with the complaint time frames, its progress or the outcome, or if you tell us your complaint ought to be treated as urgent, we will escalate your complaint internally.

We will never cancel your service only because you have contacted an external dispute resolution scheme.

### **Telecommunications Industry Ombudsman (TIO)**

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the TIO to assist, although you will need to speak to us to attempt to resolve the matter prior to taking your complaint to the TIO.

You can contact the TIO as follows:

- Phone: 1 800 062 058
- Fax: 1 800 630 614
- Online: [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

The services of the TIO are free of charge.