



# Complaints Handling Process

Updated: 18 May 2022

## 1. Our principles

We strive to personally and professionally demonstrate certain values in our actions. We are up-front, honest, transparent and responsive. We try to deliver on our commitments and we actively pursue improvements in our products, processes and services.

We appreciate that on occasion you may not be satisfied with the services you receive from us or the manner in which we manage your complaint. You have the right to make a complaint at any time and we are committed at all levels of the organisation to their efficient, fair and courteous resolution. If it is not clear to us that you wish to make a complaint, we will clarify this with you. We will not charge you for handling your complaint.

## 2. How to make a complaint?

If you wish to make a complaint, please contact us by using any of the methods identified below.

|   |
|---|
| <b>Online (email)</b>   |
| The easiest way is to submit via the online form on this page: <a href="#">Complaint Form</a>                         |
| <b>Phone</b>  |
| Call our friendly Customer Service Centre during office hours on:<br>1300 232 888                                     |
| <b>Post</b>   |
| Send us mail:<br>Attention: Pennytel Complaints Department<br><b>PO Box 849 Narellan</b><br><b>NSW 2570 Australia</b> |

### Assistance

We will help you with formulating, lodging and progressing your complaint if you request assistance with this. If you have any special needs or a disability, such as a hearing or speech impairment, you can contact us by using the National Relay Service (<https://internet-relay.nrsccall.gov.au>). If you come from a non-English speaking background you can contact us using a language interpretation service, although you may incur fees in engaging a third party to assist you. If you have other specific concerns (such as financial hardship) please let us know when you contact us so we can determine how to best deal with your complaint.

You can also appoint an Authorised Representative to make a complaint and communicate with us on your behalf. For help with how to appoint an Authorised Representative, please go to [Authorised Representatives](#). We will need your express permission to be able to discuss specifics of your complaint and other matters relating to your account with your Authorised Representative.

## 3. What we will do

### A. Acknowledge your complaint

We will acknowledge your complaint immediately if you lodge your complaint over the phone, and within 2 working days if you lodge your complaint through any other channel including where you left a voice message (e.g. outside our office hours).

When we acknowledge your complaint, we will give you a unique reference number or other identifier to enable you to easily follow up and monitor the progress of your complaint. We will also give you an indicative timeframe for resolving your complaint. You can follow up on your complaint by calling us or alternatively responding to an email we may send you which contains your complaint reference number.

## B. Prioritising your complaint

Once your complaint is received, it will be categorised and prioritised according to the type of complaint, as follows:

| Type of Complaint  | Priority Level |
|--|----------------|
| Urgent Complaints  | 1              |
| Faults (unless an urgent complaint)  | 2              |
| Credit Management or Financial Hardship matters (unless an urgent complaint) | 2              |
| Setup and Service Connection/Disconnection (unless an urgent complaint)      | 2              |
| Customer Service   | 3              |
| Billing and Payments   | 3              |
| Contracts  | 3              |

## C. Resolving your complaint

Our goal is always to resolve your complaint during your first contact with us. Sometimes this is not possible and we need to investigate the matter. The steps below relate to non-urgent complaints. For urgent complaints please see section D.

Where further investigation is required, we will respond to you with a proposed resolution of your complaint within 15 working days' of receiving your complaint. We will advise you in writing of any proposed resolution, within 5 working days of receiving a request from you to do this.

We will resolve complaints about alleged billing errors no later than the end of the billing period immediately following your current billing period. Occasionally it may take longer than 15 working days to investigate your complaint and if we think this will occur, we will within that period explain why there is a delay and give you a new expected timeframe. If the delay is expected to be 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.

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

We will confirm your complaint has been resolved as soon as practicable after we complete our investigation or within 5 working days of receiving a request from you. We will advise you by either telephone, email or a letter.

## D. What if your complaint is urgent?

Your complaint will be treated as urgent if:

- you have applied for financial hardship support under our [Financial Hardship Policy](#) and the

issue you are complaining about directly relates to the Financial Hardship you are experiencing; or

- your service has been disconnected or is about to be disconnected and we have not followed due process regarding the disconnection of your service.

If the complaint is classified as an urgent complaint we will advise you of a proposed resolution, and if you accept the proposed resolution, implement that resolution, within 2 working days of receiving the complaint.

If we think we will not be able to resolve your urgent complaint within 2 working days, we will within that time explain why there is a delay and give you a new expected timeframe. If the delay is expected to be 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.

## E. Escalation

If our customer service representative is unable to resolve your complaint, they may escalate it to a customer service team leader, a case manager in our specialised teams or next level of management of the team.

If you reasonably request us, we will escalate your complaint.

If a complaint is escalated, a service team leader, case manager or other manager will review the complaint, the investigation conducted to date and consider whether alternative resolutions can be proposed. They will respond to your complaint within 10 working days of it being escalated to them.

## F. Closing a complaint

We will only close your complaint or your urgent complaint:

- a) with your consent; or
- b) if you advised us you are not satisfied with the progress or resolution of your complaint and we have provided you with information on external dispute resolution; or
- c) if we determined your complaint is vexatious or frivolous and we have provided you with information on external dispute resolution; or
- d) if we were unable to make contact with you and we have written to you informing you of our unsuccessful contact attempts and invited you to contact us to discuss the complaint within not less than 10 working days.

## 4. If you are unhappy with our efforts

Where you tell us you are dissatisfied with the response times that apply to the handling or management of your complaint or want your complaint to be assessed and treated as urgent, we will, within 5 working days (or 2 working days for urgent complaints), inform you of our internal prioritisation process, internal escalation process and options for external dispute resolution.

Where you tell us you are dissatisfied with the progress or resolution of your complaint or ask us about options to pursue a complaint further, we will advise you about our internal escalation

process and options for external dispute resolution.

We will not cancel your service for the sole reason that you were unable to resolve a complaint directly with us and pursued options for external dispute resolution.

## 5. Frivolous or vexatious complaints

We may decide not to deal with your complaint, or not to deal further with your complaint, where, after careful consideration and appropriate internal escalation of a complaint, we conclude:

- that we can do nothing more to resolve your complaint or assist you; and
- your behaviour or complaint is frivolous or vexatious,

We will advise you within 5 working days of making a decision not to deal with your complaint and advise you of the reasons for our decision and provide you with options for external dispute resolution. We will provide you with confirmation of these matters in writing within 5 working days, where requested by you.

## 6. Attempt to contact

Where we are unable to contact you to discuss your complaint, we will write to inform you that we were unable to contact you, provide details of contact attempts and give you the opportunity to discuss the complaint within 10 working days.

## 7. External dispute resolution options

It is our aim is to successfully resolve your complaint under this Complaint Handling Process 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 escalated your complaint without resolution, you may seek external dispute resolution from the Telecommunications Industry Ombudsman (TIO).

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

The services of the TIO are free of charge to you.

You may also contact the fair-trading department in your state or territory.