

# CUSTOMER COMPLAINTS POLICY

March 2013

## Introduction

Roctel Pty Ltd ABN 89 140 230 940 ("Roctel") is dedicated to providing excellent customer service and maintaining a positive customer relationships at all levels from our Managing Director down. We have designed a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of Roctel, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

We want to resolve your complaints as soon as possible. Please call our Customer Service on 1800 762 835 and we'll do our best to fix any problems you may be having with our service, as soon as possible.

## Our Responsibilities

- 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.
- Quarterly to review our complaints so that we can improve our standard of customer service.

## Handling Your Complaint

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- If your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under our Financial Hardship Policy, where your service is about to be disconnected, or where you are receiving Priority Assistance (for example, for medical reasons) we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

## Handling Your Complaint *(cont.)*

- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records that are more than 24 months old.
- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 days.

## Complaint Handling Process

### Step One

If you have a complaint regarding any aspect of your account or dealings with Roctel, we urge you to telephone our Customer Service in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us.

Calling our 1800 customer service line is free from an Australian landline. If you prefer to put your complaint in writing, we will respond to your letter and will confirm any details in writing if you request us to do so.

If you like, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please see our website for a procedure and form to appoint an authorised representative or advocate. When you discuss your complaint with us, we can assist you to clarify and formulate the complaint.

You can also make a complaint by using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to send a complaint to us.

### Step Two

Complaints made to Roctel are overseen by our Customer Service management team. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask Customer Service Management to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

### Step Three

When your complaint is resolved, we will confirm this with you within 10 business days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies:

## **TIO**

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.

### **How do I contact the TIO?**

To contact or lodge a complaint with the TIO you can visit [www.tio.com.au](http://www.tio.com.au), call 1800 062 058 or write to:

TIO  
PO Box 276  
Collins Street West  
Melbourne VIC 8007

### **What kind of complaints can the TIO deal with?**

The TIO deals with complaints about telecommunications services. Some of these include billing problems, telephone faults, poor customer service, mobile phone contract problems and Internet access difficulties.

### **When should I go to the TIO?**

If you have a complaint about your phone or internet, the first step you should take is to contact us and try and resolve it directly. Usually the problem can be resolved at this stage. However, if you are unhappy with the resolution of the problem, you can make a complaint to the TIO.

### **How much does it cost?**

The TIO service is free. There is no charge to have a complaint investigated by the TIO.

### **I don't speak English, how do I contact the TIO?**

If you don't speak English, you can call the Commonwealth Government's Translating and Interpreting Services on 131 450 and ask to be put through to the TIO. The TIO pays for the cost of using the interpreter service. The TIO also has fact sheets available in different languages.

## **Office of the Federal Privacy Commissioner**

The Office of the Federal Privacy Commissioner (“OFPC”) 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) or write to:

Director, Compliance  
Office of the Privacy Commissioner  
GPO Box 5218  
Sydney NSW 2001

## **Other**

For certain telecommunications and trade practices issues, you may lodge a complaint to:

- The Fair Trading Office in your state;
- The Australian Competition and Consumer Commission; and/or
- You may also seek independent legal advice from a solicitor as an alternative avenue for resolution.

## **More information**

More information is available on the ACMA website – [www.acma.gov.au](http://www.acma.gov.au)