



## Veetel Complaints Handling Process

If you are dissatisfied with any of our services or products, you have a right to make a complaint, and, if you do, we will thrive to deal with your complaint in a fair, efficient, objective manner and through a transparent process.

Our number one priority is to solve your complaint during your first contact with us although it may not always be possible to do so.

All complaints are **Free of charge**: We will not charge you for dealing with your complaint,

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### How do you make a complaint?

If you wish to make a complaint, please contact us:

**Telephone:** 1300 833 835

+61 2 8378 2475 (Outside Australia)

**Call Centre hours: Mon-Fri 9:00am to 7:00 pm AEST**

**Sat -10:00am -to- 2.00pm AEST**

**Email:** [enquiries@veetel.com.au](mailto:enquiries@veetel.com.au)

**Fax** +61 2 9314 1717

**Post** Veetel Pty Limited  
Locked Bag 9004  
Maroubra NSW 2035

If you are dissatisfied with any of our services or products but are unsure whether or not you want you make a complaint, our representatives a can discuss this with you.

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### If you need assistance with making a complaint - let us know

We will help you formulate, lodge and progress your complaint if you request our assistance.

If you have a hearing or speech impairment, you can contact us by using the National Relay Service - <https://relayservice.gov.au/>

If you're from a non-English speaking background, Veetel has a multi lingual call centre including:

Arabic	Greek	Serbian	Macedonian	Croatian	Bosnian
Japanese	Mandarin	Cantonese	Indonesian	Hindi	Tagalog

You can also contact us via a language interpreter service or nominate someone to deal with us on your behalf. Please note you may incur fees from any third party services you engage to assist you.

If you have other special needs or a disability, please let us know and we will do our best to assist where we can.

Of course you can appoint an authorised representative or advocate making a complaint on your behalf. Go [https://veetel.com.au/files/appointment\\_of\\_authorised\\_representative\\_form.pdf](https://veetel.com.au/files/appointment_of_authorised_representative_form.pdf) to download the Authorisation form then email, fax or post this to us or otherwise you can give us a call/email us on the above contact details and we will process the authorisation request for you.

If you are experiencing financial hardship, please see our Financial Hardship Policy to learn more about how we can help you [https://veetel.com.au/files/financial\\_hardship\\_policy.pdf](https://veetel.com.au/files/financial_hardship_policy.pdf)

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## **The steps we take if you make a complaint**

### ***Acknowledge...***

We will acknowledge your complaint:

- immediately, if you have complained to us over the phone; and
- within 2 working days of receiving the complaint, if you have lodged your complaint through any other channel including sending an email.

When we acknowledge your complaint we will give you a unique reference number or similar to enable you to easily follow up on your complaint.

We will also give you an indicative timeframe for resolving your complaint. You can follow up on your complaint by calling **1300 833 835** during business hours indicated above.

### ***Timeframes for resolving your complaint***

Our goal is to always endeavour to resolve your complaint during your first contact with us.

Sometimes this is not possible and we need to investigate the matter. If this happens 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 5 working days of receiving your complaint. If you request us to do so, we will advise you of this in writing. If your complaint is urgent please read the next section below.

Occasionally it may take longer, up to 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 expected to be more than 10 working days we will also inform you about your options for external dispute resolution such as the Telecommunications Industry Ombudsman (TIO).

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

Your complaint will be treated as urgent if:

- you have made an application under our Financial Hardship Policy (and your application has been approved) 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,

Please note: Veetel does not provide Priority Assistance for Voice Services.

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 of receiving your complaint.

If there is any delay, we will (within the 2 working day period referred to above) explain why, provide you with a new expected timeframe and inform you about your options for external dispute resolution such as the Telecommunications Industry Ombudsman (TIO).

### ***How do we classify your complaint?***

Following receipt of your complaint, we will determine your complaint as falling into one of the following categories:

<i>Billing or Contract Dispute</i>	Complaints related to billing, invoices, payments, charges, fees, contract term and other disputes relating to the payment of money
<i>Cancellation</i>	Complaints related to service suspension, reduction or termination
<i>Technical issues</i>	Complaints related to the performance of our services, products or equipment, including faults and speeds
<i>Equipment</i>	Complaints related to the ordering, delivery or return of equipment such as modems or set top box.
<i>Staff</i>	Complaints related to service received from Veetel personnel
<i>Privacy issues</i>	Complaints related to the handling of your personal information, spam or unwelcome calls.
<i>Usage issues</i>	Complaints related to home phone or internet usage or usage disputes for home phone or internet services
<i>Provisioning</i>	Complaints related to service installation or activation
<i>Changes to your plan or account</i>	Complaints related to plan changes, or changes of account ownership
<i>General/Other</i>	Complaints which do not fit into other complaints categories

### ***How we escalate your complaint?***

If our representatives are not able to resolve your complaint, your complaint will be escalated to a Senior Representative for further assistance.

If a Senior Representative has been unable to resolve your complaint, our Complaints Manager will take over the complaint.

If you are not already dealing a Complaints Manager, you may reasonably request to have your complaint escalated.

The Complaints Manager will:

- make an initial assessment of your complaint; and
- conduct an investigation and propose a resolution to your complaint;

within 15 working days of us receiving it, depending on the complexity of your complaint.

Should we require additional time or interaction with you we will contact you directly and advise of any revised time frame and the reason for it.

The Complaints Manager will contact you with a response and resolution and follow this up in writing confirming the date the resolution was or will be implemented.

If you tell us that you are not satisfied with the response times that apply to the handling of your complaint, we will, within 5 working days (or 2 working days for Urgent Complaints), advise you about our escalation processes and your options for external dispute resolution.

We will keep you updated with the status of your complaint and you may contact us either by phone or by email with your account details or complaint reference number to request a status update.

### ***How do we monitor your complaint?***

We will keep you updated with the status of your complaint and you may contact us either by Telephone or by email with your account details or complaint reference number to request a status update.

Our Complaints Manager will also provide you with their direct contact details upon your complaint being raised or escalated.

Where relevant, we will let you know any reasons for any delay as soon as practical and a specific timeframe for resolution.

### ***Resolution of your complaint***

When your complaint is resolved we will let you know either verbally (via telephone) or in writing (via email) of the outcome of your complaint. If you prefer a specific method of contact, please let us know when you raise/escalate the complaint.

We will not be able to implement the resolution until you have accepted it. Once you have accepted it, we will implement it within 10 working days (or within 2 working days for Urgent Complaints, unless you:

- have agreed to another time frame; or
- where resolution required some action from you and you have not yet completed that action.

Where your complaint has been escalated to the Complaints Manager we will follow up in writing confirming the date the resolution was or will be implemented.

We will not close your complaint without your approval, except where your complaint has already been appropriately escalated within Veetel and where:

- you've told us that you're not satisfied with the progress or resolution of your complaint and in response we have advised you of your options for external dispute resolution, including the TIO; or
- we have not been able to contact you for more than 10 working days after an attempt to contact you in writing; or
- after careful consideration,:
  - we reasonably believe there is nothing more we can do to resolve your complaint; and
  - we reasonably believe that your behaviour or complaint is **frivolous or vexatious** and within 5 working days of reaching this view, we have advised you of this decision (and the reasons why) and explained your options for external dispute resolution. We will confirm these matters with you in writing within 5 working days of your request for us to do so.

**We will never cancel your service for the sole reason that we have been unable to resolve your complaint to your satisfaction and you have chosen to contact an external dispute resolution scheme in relation to your complaint.**

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

We encourage you to always contact us first if you experience any problem or are unsatisfied with our services or products. We will do our best to solve your problem during our first contact.

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.