



### **How to Raise a complaint.**

If you are dissatisfied with our services, you have a right to complain, 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 is not always possible to do so.

All complaints are ***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:

**Telephone:** 1300 833 835 - +61 2 9344 1600 (Outside Australia)

Call Centre hours: Mon-Fri 9:00am to 7:00 pm AEST  
Sat -10:00am -to- 2.00pm AEST

Online: <https://veetel.com.au/contact-us.html>

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

**Fax number:** 02 9314 1717

**Postal address:** VeeTel Pty Ltd - Locked Bag 9004  
Maroubra NSW 2035

### **Assistance**

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

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 and Tagalog however you can 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://www.veetel.com.au/files/appointment\\_of\\_authorised\\_representative\\_form.pdf](https://www.veetel.com.au/files/appointment_of_authorised_representative_form.pdf) to download the Authorisation form then fax or mail this to us otherwise you can give us a call/email us on the above contact details and we will process the authorization 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)



## **What we will do:**

### **Acknowledge...**

We will acknowledge your complaint immediately if you have complained to us over the phone, and within 2 working days 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.

### **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,

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. If there is a delay, we will explain why, provide you with a new expected timeframe, and if it is a longer delay also inform you about your options for external dispute resolution such as the TIO.

### **Timeframes**

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 5 working days of receiving your complaint. We will advise you in writing if you request this. 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 more than 10 working days we will also inform you about your options for external dispute resolution such as the TIO.

Once we agreed 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.

### **How we escalate your complaint:**

If our call centre agents are not able to resolve your complaint, your complaint will be escalated to a Senior Representative for further assistance. Where they have been unable to assist, our Contact Centre/Complaint Manager will take over the complaint.



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

The Contact Centre/Complaints Manager will make an initial assessment, conduct an investigation and propose a resolution to your complaint within 15 working days of 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 Contact Centre/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 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 Contact Centre/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**

When a 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 Contact Centre/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 have advised you that we reasonably believe that your behaviour or complaint is **frivolous or vexatious** (and the reasons why) and explained your options for external dispute



resolution. Within 5 working days of reaching this view, if requested by you, we will confirm these matters in writing.

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.

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.