

## Complaints Handling Policy

We are dedicated to providing you with excellent customer service, however sometimes things don't work as they should and if this happens, we want to work with you to rectify the problem quickly.

This document describes how we manage and resolve complaints, and the actions you can take to escalate complaints that cannot be resolved.

### What is a Complaint?

A complaint is an expression of dissatisfaction made to us in relation to our products, services or the complaint handling process itself and where you expect us to respond and/or resolve the matter.

We want to provide great service to you and will work to resolve the problem straight away. Where it may take some time, we will keep you informed throughout the process.

You have the right to make a complaint and if you do make a complaint, the complaint process is set out below.

### Making a Complaint

#### Step 1:

We understand that problems can be frustrating. As a first step please contact our customer support team who will do their very best to rectify the problem immediately:

- **Call:** 1300 004 442 (between 8am-8pm AEST Monday to Friday)
- **Email:** [support@gigacomm.net.au](mailto:support@gigacomm.net.au)
- **Post:** PO Box 587 South Melbourne Market, South Melbourne, Victoria 3205
- **Online:** Complete the online complaint form at <https://gigacomm.net.au/complaints>

If you do not wish to handle the complaint yourself, you can nominate someone else to manage the complaint for you by contacting us by any of the modes above.

If you are experiencing financial hardship, we are able to provide support to you through our [Financial Hardship Policy](#).

If accessibility is an issue for you, please see the following Australian Government services to assist you in making your complaint:

**National Relay Service:** 13 3677

**Translating & Interpreting service:** 131 450

#### Step 2: Working to resolve your complaint

We will acknowledge your complaint and provide you with a complaint identifier immediately if you make a complaint by phone or within 2 business days from receipt of a complaint in writing through the post, email or the online complaint form process.

Your complaint will be reviewed by a member of our customer care team at first instance and then, if required, it will be escalated to a customer care team leader. The customer care team leader will manage the review and resolution of the problem.

### Further Investigation required

If the matter cannot be resolved immediately as it requires further investigation we will let you know. Once we have completed our investigation, we'll explain what we've found and what we propose to do to address the problem, if we haven't resolved it already. We will provide you with a proposed resolution of the complaint within 15 business days of receipt of the complaint.

### Attempts to Contact You

In the event where we are not able to contact you via email or phone in relation to your complaint, we will write to you with details of our attempts and a request to contact us. If you do not respond within 10 business days, we will consider your complaint resolved.

### Urgent Complaints

If you believe your complaint requires urgent attention, please always contact us by phone at the number listed above. We will provide a proposed resolution of urgent complaints with 2 business days of receipt of the complaint.

### Resolution of Complaints

We will complete all necessary actions to implement a resolution within 10 business days of you accepting the resolution and provide confirmation that your complaint has been resolved.

#### Step 3: Escalation

If at any time you feel your complaint is not being handled to your satisfaction, in the first instance you can escalate your concerns in writing to our Senior Operations Manager, if not satisfied you can escalate to our Group Executive Consumer & Small Business. Our customer care team can provide our escalation contact document upon request.

Sometimes, after careful consideration, we may decide that we are unable to do anything further to resolve or assist you with your complaint or that your behaviour or complaint is frivolous or vexatious.

If we decide this, we'll tell you within 5 business days of making this decision and give you the reasons behind it. We'll also let you know about your options for external dispute resolution such as the Telecommunications Industry Ombudsman (TIO).

#### Step 4: If you want to escalate your complaint externally

While we hope this won't be the case, if, after following our complaints process you feel we haven't been able to resolve your complaint to your satisfaction you can choose to escalate your complaint to the TIO.

The TIO can be contacted by:

**Phone:** 1800 062 058

**Online:** <https://www.tio.com.au/complaints>