

Complaints Handling Policy

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Introduction

Activa Communications is dedicated to providing tailored communications solutions to Australian businesses. An integral part of that goal is to provide excellent customer services at all times, and so we also seek to assist customers where they may have a concern, query or complaint, in accordance with this Complaints Handling Policy.

If you have a concern, query or complaint we encourage you to contact our team at any time to discuss the issue and we will do our best to resolve it at that time. If we are unable to resolve the issue to your satisfaction, we invite you to lodge a complaint in any of the following ways:

Email: info@activacomms.au

Phone: 1300 554 116

Website: <http://www.activacomms.au/contact-us>

Letter: Suite 3, Level 2, 13-17 Castray Esplanade, Battery Point, Tasmania, 7004

The remainder of this documents sets out how we will respond to and manage your complaint.

Our Responsibilities to You

At all times we hold ourselves responsible for how we interact with and treat our customers, and as part of our Complaints Handling Policy we promise:

- To always treat you with courtesy and respect.
- To provide an effective, fair, and structured process 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 about the progress of their complaint and the expected timeframe for resolution.
- To review our complaints so that we can improve our standard of customer service.

Your Responsibilities to Us

We also require our customers to meet some basic responsibilities towards us and our staff during our interactions, including:

- To treat our employees with courtesy and respect.
- To continue to pay your invoices, unless advised otherwise by us.
- To be available to discuss your complaint while it is being investigated, and to confirm if you have accepted or not a resolution within a reasonable timeframe.

Our Process

1. Upon reviewing a complaint, we will respond to you within one business day and:
 - a. Acknowledge your complaint and the information you have provided.
 - b. Provide a complaint reference number.
 - c. Provide a copy of this Complaints Handling Policy.
 - d. Provide the details of the staff member who will be handling your complaint.

2. We will endeavour to respond and propose a resolution to you within one business day, but in some cases, we may require up to fifteen business days to properly investigate and review your complaint. If additional time is required, we will notify you.
3. If you, or we, identify that your complaint is urgent we will notify you, and we will endeavour to resolve it within two business days.
4. We will respond to your complaint by proposing a resolution that we feel is fair to both parties in all the circumstances. If you accept our proposed resolution, we will endeavour to implement it in two business days, and to then notify you that your complaint has been resolved.
5. If you do not accept our proposed resolution you can request to escalate your complaint, and we may otherwise treat your complaint as escalated if it remains unresolved after fifteen business days. We will then assign a senior staff member to review your escalated complaint and seek to understand your concerns and the relevant circumstances. We will endeavour to respond to you with a proposed resolution within one business day, but additional time may be required due to the nature of your complaint.
6. We will respond to your escalated complaint by proposing a resolution that we feel is fair to both parties in all the circumstances. If you accept our proposed resolution, we will endeavour to implement it in two business days, and to then notify you that your complaint has been resolved.
7. If you still do not accept our proposed resolution we may, at our discretion, advise you that in our view there is nothing further that we can do to assist with your complaint, or that we feel that your complaint is frivolous or vexatious.

Accessibility, Disabilities and Financial Hardship

If you require assistance because of a disability, or just with the English language, we will do our best to assist you and make your experience easier, however in some cases you may require the assistance of the National Relay Service (133 677 or 1300 555 727) or the Translating and Interpreting Service (131 450). You can also appoint an authorised representative or an advocate to interact with us on your behalf.

If you are affected by financial hardship, you may request our Customer Service Representatives to escalate the complaint as urgent or to apply for a special arrangement that may allow you to recover from the hardship. If you think you are eligible, please consult our staff or our Financial Hardship Policy (<https://activacomms.au/important-documents/>).

Urgent Issues

In response to your request or otherwise at our discretion we can escalate a complaint for urgent attention and processing in a shorter timeframe if:

- You have applied under our Financial Hardship Policy and we have agreed to classify your situation as experiencing financial hardship.
- Your service will be disconnected imminently because of the issue raised in your complaint.
- Your service has been disconnected and a delay in the reconnection of the service may put any person in danger (Note that no service provided by Activa Communications includes Priority Medical Assistance, and we do not provide services to residential, domestic or private individual customers).

Complaint Escalation

As part of our complaint handling process we will escalate any complaint that has not been resolved within fifteen business days.

You have the right to request that your complaint be escalated at any time and, if your request is reasonable in our view, the complaint will be escalated for you.

Escalated complaints are overseen by a senior member of staff, and thus may take more time to resolve.

Unresolved Complaints

If the resolution that we propose is not acceptable to you, or if you feel that we have not responded appropriately to your complaint, and if you have requested that your complaint be escalated and remain unsatisfied with the resolution that we propose, you may decide to contact the following agencies to assist you further.

Telecommunications Industry Ombudsman

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. To lodge a complaint with the TIO, you can visit <http://www.tio.com.au/> or call 1800062058.

Office of the Federal Privacy Commissioner

The Office of the Information Commissioner 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.

Other

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

- The Fair-Trading Office in your state
- The Australian Competition and Consumer Commission
- You may also obtain legal advice from your solicitor as an alternative avenue for resolution.