

## **iPrimus Complaints Handling Policy Statement**

Whilst iPrimus hopes that its customers (former, current and potential) will not have cause to be dissatisfied, we absolutely acknowledge the right for our customers to make a complaint and for it to be resolved in an objective, efficient and fair manner.

iPrimus complaint handling process meets the following broad principles:

- it is accessible, transparent and easily understood; and
- it is free of charge; and
- it provides for the courteous, timely and fair resolution of complaints.

## **Making a Complaint**

You can contact iPrimus via the following methods:

Phone: 1800 851 253 (9AM to 8PM AEST, Monday to Friday)

Mail: iPrimus Complaints Team PO Box 631, Collins Street West MELBOURNE VIC 8007

Email: [complaints@iprimus.com.au](mailto:complaints@iprimus.com.au)

Online/Live Chat: Visit the contact us page and click 'Accounts & Billing' and click 'chat with us'

During our discussions, if we are in doubt, we will confirm with you if your expression of dissatisfaction is a complaint.

We will work with you to help you compile your complaint.

## **Another Person Acting on your Behalf**

You may wish for someone else to deal with us on your behalf. This might be a family member, friend, your carer or your advocate. If so, you need to let our Customer Service Team know who that person is, so that we can add them to your account as an "authorised representative". Contact the Customer Service Team using the details listed above.

## **Customers with Hearing or Speech Impairments**

If you are deaf or have a hearing or speech impairment and/or you use a text phone (TTY) or a computer with a modem, you can contact us by using the National Relay Service (NRS). You can use the NRS for no additional charge. Contact the NRS using a modem or TTY by dialing 133 677 and quoting the relevant telephone number (listed above).

## **Customers with English Language Difficulties**

Customers having difficulty with English can communicate with us via the National Translator and Interpreter Service by calling 13 14 50.

## Complaint Reference

When you make a complaint, you will be allocated a unique reference number.

This will be provided:

- immediately if you have made your complaint by telephone and had direct contact with our customer service staff; or
- within two working days of receipt if you have made your complaint by:
  - Email
  - The iPrimus website
  - Post; or
  - Telephone and a message is recorded without direct contact with our customer service staff.

## Complaint Handling

Where possible, we will endeavor to resolve your complaint at the first instance as this is in everybody's interests.

We will discuss the elements of your complaint to enable appropriate classification into different categories and enable us to analyse trends and identify potential systemic issues. We will use our findings to continually strive to improve your customer experience.

When making a complaint that involves the disputation of charges, you will need to specify the amount or the nature of the charges that you are disputing. We will not take any further Credit Management action in relation to a specified disputed amount whilst the complaint remains unresolved and continues to be investigated by either iPrimus, the Telecommunications Industry Ombudsman (TIO) or another recognised external dispute body, nor will we cancel your service just because you are making a complaint.

Credit Management action in this case refers to the process by which we manage credit risk and/or the collection of outstanding debts from current and former customers.

If, during our discussions regarding your complaint, it seems you may be having trouble paying for your account, we will talk to you about the possibility of payment options, including our Financial Hardship Process.

We will delay the commencement of any legal proceedings while your complaint is being handled internally and for 7 Working Days after you are advised of the outcome of the complaint.

## Internal Escalation

In some cases, either upon your request or upon the discretion of our customer service staff, the complaint may need to be referred to a Team Manager. The Team Manager may then need to call upon the authority or expertise of staff in other departments or relevant third parties. In this instance a "first contact" resolution may not be possible, however you will receive a complaint reference, and we will endeavor to resolve your complaint within our resolution timeframes.

If you are not happy with the response times given, or wish to have your complaint assessed and treated as an Urgent Complaint, we will advise you within 24 hours if you wish your complaint to be treated as urgent) of;

- our internal prioritisation and escalation process, and
- options for contacting the Telecommunications Industry Ombudsman (TIO) or another recognised external dispute body.

## Resolution

We will endeavor to resolve your complaint at first contact but, if after our initial assessment we are unable to reach a resolution, we will advise you of our proposed resolution of your complaint as soon as possible following the completion of our investigation, but in any event:

- within 10 Working Days from the date the complaint is received by us; or
- if we do not believe the complaint can be resolved within 10 Working Days, we will advise you before Working Day 10 of:
  - The reasons for the delay;
  - The specific timeframe for completion of the resolution; and
  - If the anticipated delay is a further 10 Working Days or more (and is not the result of a mass services disruption), we will advise you of your options for external dispute resolution including the TIO.

At all times we will advise you of any delays in the proposed timeframes.

You can request to have in writing, and we will provide it within 5 Working Days of your request;

- confirmation of the proposed resolution, or
- confirmation that the matter has been resolved.

You can monitor your complaint by any of the methods available to make an initial complaint, by using your unique reference number.

Our proposed resolution must be accepted by you before we are required to implement the solution; however, we can choose to implement a solution to your benefit without your prior approval.

Following your acceptance of the proposed resolution or earlier if we choose, we will complete all the necessary actions to deliver the resolution offered within 5 Working Days of providing that resolution unless:

- both parties agree otherwise; or
- the actions are contingent on your actions that have not been completed; Provided we have either:
  - obtained your consent;
  - responded to any dissatisfaction you have told us you are experiencing with the progress of your complaint by providing information regarding our internal escalation process and the options for external dispute resolution including the TIO.
  - first attempted to make contact with you to discuss your complaint or advise of the progress of the proposed resolution and following this have written to you at your last known address, stating that we were unable to contact you, providing details of the contact attempts and an invitation to contact us within a specific timeframe of no less than 10 Working Days but we have not had a response from you; we can close your complaint. Where a complaint is closed with your consent, you can request written confirmation of the resolution which will be sent to you within 5 Working Days.

## Urgent Complaints

We understand that all customers would consider their complaint in some way "urgent" and desire a speedy resolution in all cases. However, some complaints by definition are more urgent than others as they may involve the customer being in a vulnerable position until the complaint issue is resolved. For these complaints, there needs to be a process of escalation that is respected by us and in turn all of our customers. These involve complaints where:

- the complaint is made by a customer who has applied for or has been accepted as being in Financial Hardship under our Financial Hardship policy and where the subject matter of the complaint can reasonably be presumed to directly contribute to or aggravate the Financial Hardship of that customer;
- disconnection of a service is imminent or has occurred and where due process has not been followed; or

For urgent complaints, we will provide confirmation of the proposed resolution of the urgent aspects of the complaint and, if accepted by the complaint, implement the urgent aspects of the resolution within 2 Working Days after the date the complaint is received.

If we believe we are unable to resolve your urgent complaint within 2 Working Days we will, within that time, advise you of;

- the reasons for the delay;
- the specific timeframe for completion of the resolution; and
- if the anticipated delay is a further 10 Working Days or more (and is not the result of a mass services disruption), we will advise you of your options for external dispute resolution including the TIO.

## Vexatious or Frivolous Complaints

In very rare cases we sometimes may encounter complaints that are frivolous or vexatious or behavior from complainants that is in our reasonable opinion, fraudulent, racist, threatening or abusive.

We will not conclude that a complaint is frivolous or vexatious unless we have given the matter careful consideration and it has been appropriately escalated within our internal channels. After this, if we can do nothing more to assist the complainant or, in view of the complainant's behavior, we choose not to deal with the complainant any further, we will inform the complainant, including in writing if requested, of the reasons within 5 Working Days and tell them about the options for external dispute resolution including the TIO. We are not then required to accept any further complaints from that complainant on the same or similar issues other than during an external dispute resolution process.

## Escalation and external dispute resolution

If, after the internal escalation and complaint handling process has concluded, you are still not satisfied with the outcome or resolution of your complaint, you are entitled to refer your complaint to the TIO.

At any time, you can contact the Telecommunications Industry Ombudsman (TIO) for assistance. The TIO is a free, independent service that helps with phone and internet complaints. The TIO may be able to assist you where you are unhappy with the information we have given you, the time it takes for us to respond, or the way we respond.

To find out more about how the TIO can assist you, you can visit the TIO's webpage '[What we can help with](#)' or contact the TIO:

- Phone – 1800 062 058
- Online – '[Online complaint form](#)' webpage
- Email – [tio@tio.com.au](mailto:tio@tio.com.au)
- Post – PO Box 276, Collins Street West, VIC 8007
- Fax – 1800 630 614
- Access using a language interpreter, Auslan interpreter of the National Relay Service – '[interpreters and accessibility](#)' webpage

## No Contact

If we have been unable to contact you to discuss your complaint or offer a proposed resolution, we will write to you at the address or email we have on file for you to;

- advise we have been unable to contact you;
- provide details of our contact attempts; and
- invite you to contact us within 10 Working Days.