

COMPLAINT HANDLING POLICY (PDF VERSION)

We are committed to resolving your complaints

Click Broadband is committed to resolving all complaints about our services to your satisfaction quickly and effectively. Were Click Broadband will attempt to resolve all complaint at first contact, as we do understand that this is in the best interest of all parties.

Lodging a complaint

There are several methods to file a complaint with Click Broadband. We will ensure that your complaint is handled as efficiently and effectively as possible in accordance with our Complaint handling policy

Via EMAIL

info@clickbroadband.com.au

Contact use Via Phone:

1300 254 255

Customer with hearing or speech Impairments

Should you require assistance due to having hearing or speech impairment, you can contact us by using the National Relay Service (NRS). This is a free service and can be use to contact us via all the Click Broadband numbers listed above.

Customer who require translation to English

Should you require help with communicating with us in English you can contact the Interpreting Service (TIS) on 131 450, they can assist you in contacting Click Broadband via one of they above contact numbers.

Another person acting on your behalf

You may wish for someone else to deal with your complaint to Click Broadband in your behalf. This might be a family member, friend or advocate. If so, you will need to let our Customer Service Team know who that person is, so that we can add them to your account as an “authorized representative” who can speak and make decisions on your behalf. Please contact our Customer Care Team via on of the above methods.

Acknowledgment and Resolution of your Complaint

When you contact our Customer Care team where possible, they will endeavor to resolve your complaint at the first contact. Click Broadband understands that resolving your complaint at first contact is in the best interest for all parties.

If we are unable to resolve your complaint at first contact, or if you have submitted your complaint via fax, email and or letter we will acknowledge your complaint by issuing you with a unique reference number to track the complaint, an indicative time frame for the resolution of the complaint, and information about how to access this Complaint Handling Policy.

If within the first contact we were not able to resolve your complaint we will propose a resolution to your complaint within fifteen (15) working days of our acknowledgment of your complaint, and we will fully inform you of the outcome of our investigations.

If we do not believe it is possible to propose a Resolution to your complaint within fifteen (15) working days from acknowledgment, we will contact you before the fifteen (15) working days has elapsed and inform you of the reason for the delay, and indicative time frame for the resolution of your complaint.

If we expect the complaint cannot be resolved within twenty-one (21) working days from acknowledgment, we will advise you of your options for external dispute resolution including contacting the Telecommunication Industry Ombudsman (TIO)

You are able to confirm and check on your status of your complaint by contacting our Customer Service department via Telephone, Fax or emailing and quoting your Account & Mobile number and your unique complaint reference code.

When you have accepted a resolution to the complaint, Click Broadband will email or post a letter of resolution of complaint to you directly, We will then implement the resolution within ten (10) working days, provided that if you have agreed to do something first as part of the complaint resolution, you have completed your agreed action and informed us that you have done so. You must also accept the resolution to the complaint before we are able to implement the final resolution to your complaint. This can be done verbally or via the form of communication you are using in communicating with the Click Broadband team.

Urgent Complaints

We understand that all customers would consider their complaint in some way “urgent” and desire a speedy resolution. However, some complaints by definition are more urgent than others as they involve the customer being in a vulnerable position until the complaint issue has been 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 been accepted as being in financial hardship under our financial hardship policy. The complaint can reasonably be presumed to directly contribute to or aggravate your financial hardship

A disconnection of a service has occurred or is imminent and due process has not been followed.

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 two (2) working days after the date the complaint is received where possible. If we do not believe it is possible to propose and implement a resolution to your complaint within two (2) working days of acknowledgment, we will contact you and inform you of the reasons for the delay, and the indicative time frame for the resolution 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 internally. This is to provide you with the most fair, objective and efficient complaint handling process to your complaint.

If your complaint needs to be referred to a Manager within Click Broadband, the 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 number and we will endeavor to resolve your complaints within our resolution time frames.

If you are not satisfied, you can escalate your complaint

If after the internal escalation and complaint handling process has concluded and you are still not satisfied with the outcome or resolution of your complaint you are entitled to refer your complaint to the following external dispute resolution bodies after you have first attempted to resolve your complaint with Click Broadband:

The Telecommunications Industry Ombudsman (TIO) – this is a free and independent alternative dispute resolution scheme for small and residential consumers in Australia with unresolved complaints about their telephone services. You can contact the TIO via one of the following methods:

o www.tio.com.au

o 1800 062 058

The Australian Communications & Media Authority (ACMA) – for broader telecommunications issues that may be outside the jurisdiction of the TIO. You can contact the ACMA via one of the following methods:

o <http://www.acma.gov.au>

o 1800 226 667

The office of Fair Trading in your state or Territory, or for Australian consumer law matters the Australian Consumer and competition commission (ACCC)

o <http://www.business.gov.au/BusinessTopics/Fairtrading/Pages/Fairtradinglawsinyourstateorterritory.aspx>

If we cannot contact you about your complaint

If we cannot contact you about your complaint, we will write to you at your last known address, and provide details of those contact attempts and provide you with an invitation to contact us within 10 working days to discuss your complaint. If you do not contact us during this period we have written to you, we will close this complaint and