

**Date of Last Revision:** 12/02/2018

**This Policy will be reviewed on a yearly basis. However, if at any time the legislative or policy is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.**

#### **Disclaimer**

This policy does not represent legal advice. If you have any queries about your obligations, you should seek your own independent legal advice.

Read this policy carefully before accessing Interactive Gateway Australia (“Interactive Gateway”) or Access Digital Networks (“Access Digital”) network, systems or services.

### **1.0 Purpose**

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This Policy outlines the Complaint Management process which we encourage clients to use.

### **2.0 Responsibility**

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This Complaint Management Policy applies to all customers that obtain Services from Interactive Gateway or Access Digital.

### **3.0 Complaints**

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We are committed to providing excellent customer service, which means we need to know where things are going wrong, and we need you to help us.

A complaint is an expression of dissatisfaction in relation to goods or services or the complaints handling process itself, where a response or resolution is expected by the person with the complaint. We acknowledge that clients have a right to complain, we encourage discussions, any concerns, expressions of dissatisfaction or complaints clients may have about our products or services. We also welcome any helpful comments or compliments clients may want to make about our staff or the complaints process.

#### **Formal Complaints**

These are relatively straight-forward expressions of dissatisfaction which may be managed at the first point of contact. They do not typically require effort or collaboration to resolve.

#### **Complex Complaints**

Complex complaints are complaints which cannot be resolved/managed at the first point of contact and are generally of a more serious or complex nature. They typically require cross functional collaboration to resolve, a number of interactions or discussions with the complainant and may involve commitment of resources.

Some typical examples are:

- a) network installation issues
- b) unmet new development timeframes
- c) escalated formal complaints

We do take your feedback seriously, as we think it is the best way for us to identify and correct our problems, all which will help improve our service to you.

### **3.1 Talk to us**

Please call us on 1300 326 332 and let our representatives know about your complaint or any dissatisfaction. We will try to resolve your problem right away, if we cannot, we will take steps to get the problem resolved as quickly as possible within 14 days. If we believe the problem is too complex to be resolved in that time we will advise you before the 14 days is up of the steps we need to take and the timeframes involved and when we expect to be able to offer you a resolution.

### **3.2 In Writing**

You can send us a letter detailing your comments, feedback or complaints to:

Access Digital Networks  
Complaints Dept  
GPO Box 2057  
Kent Town BC  
South Australia

### **3.3 If you are still dissatisfied**

The Complaints Handling Procedure has a process of internal escalation if you feel your issues are not being addressed properly, or promptly; we will have one of our complaint managers from our Customer Relations Team review your problem and provide you with a prompt response.

We apologise if you are at this point, however if you remain unhappy with our resolution of your complaint, refer the complaint to the Telecommunications Industry Ombudsman (TIO). The TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers who have a complaint about their telephone or Internet service.

#### **Telecommunications Industry Ombudsman**

1800 062 058\*  
[www.tio.com.au](http://www.tio.com.au)  
TTY: 1800 675 692

\* Calls from mobile phones will be charged at the applicable mobile rate.

Depending on the nature of your complaint, you can also look into

#### **Office of the Australian Information Commission (formerly the Privacy Commission)**

1300 363 992\*  
<http://www.oaic.gov.au>

\* Calls from mobile phones will be charged at the applicable mobile rate.

#### **National Anti-Discrimination Information Gateway**

<http://www.antidiscrimination.gov.au>

#### **Consumer Affairs/Fair Trading**

Check for the office operating in your state or territory