

## Consumer Complaint Handling Policy

Pivotel is committed to resolving all Consumer Complaints about our services to your satisfaction quickly and effectively.

### What is a Consumer Complaint?

A Consumer Complaint is any expression of dissatisfaction made to us about our products or services, or the way we have managed a complaint, where you expect a resolution.

A Consumer is defined in the Telecommunications (Consumer Complaints Handling) Industry Standard 2018 and generally includes all individuals, and businesses and non-profit organisations that spend less than \$40,000 on their communications services with Pivotel and do not have a genuine and reasonable opportunity to negotiate the terms of the consumer contract.

Contacting us to request technical support or to report a service issue is not necessarily a complaint. Where it's not clear to us, we'll ask you to confirm that you wish to make a complaint.

It's your right to make a complaint. We won't charge you, or treat you any differently, for making a complaint. We will treat you with fairness and courtesy and use our best efforts to resolve your complaint efficiently in accordance with this process.

### Making a complaint

If you need to make a complaint, or would like to check the progress of a complaint, please contact us by one of the following methods:

#### Phone:

Contact Pivotel Customer Care on 1300 882 448

#### Phone Hours of Operation:

Monday – Friday: 7am to 7pm AEST

Weekends and National Public Holidays, Closed

#### Website:

Fill in our online contact form at [https://www.pivotel.com.au/pivotel\\_contacts.php](https://www.pivotel.com.au/pivotel_contacts.php)

#### Email:

[mail@pivotel.com.au](mailto:mail@pivotel.com.au)

#### Mail:

Pivotel Customer Care Department

Locked Bag 100

Southport Mail Centre QLD 4215

#### Where you have purchased your Pivotel product through a Pivotel dealer:

You can make a complaint directly to the Pivotel dealer you purchased your Pivotel product from. The dealer may refer your complaint to our customer care team, who will know how to best resolve your issue.

### **Getting help making a complaint**

Our staff are trained to help you to formulate, make or progress a complaint. If you require support or help to make or handle your complaint, you can nominate an authorised representative to contact us on your behalf (make sure you give us permission to speak with them about your complaint), appoint an advocate (someone authorised to deal with us on your behalf, subject to you being present) and/or utilise a support service such as the [National Relay Service](#) or a language interpreter service. Please note you may incur fees from any third party services you engage to assist you.

Should you have more specific needs requiring assistance in making a complaint (e.g. financial hardship situations), please let us know so that we can determine how to assist you.

### **What can I expect when I make a complaint?**

We will always try to resolve your complaint as quickly as possible.

For complaints made by phone or through a Pivotel dealer, we'll begin to assist you immediately. For complaints made through our online form or mail, we'll contact you within 2 business days of receiving your complaint to acknowledge your complaint.

We'll try to resolve your complaint at the time its raised. However, if we need to investigate it further we will propose a resolution to your complaint within 15 working days of our acknowledgement of the complaint, and we will fully inform you of the outcome of our investigations.

If there is a delay in resolving your complaint, we will contact you as soon as possible after we become aware of it. If we think it will take longer than 15 days to resolve, we will provide you with additional information about the delay, expected timeframe to resolve it, and avenues for external dispute resolution, if the expected delay will be longer than 10 days.

If you tell us you are concerned about our response times or prioritisation of your complaint, we'll let you know how we prioritise a complaint, options available to escalate with us and external options available for dispute resolution, including referral to the TIO (see below). We'll do this within 2 business days.

If we consider a complaint to be frivolous or vexatious, or don't know how else to address your concerns, we may decide not to deal with your complaint further. In this case, we'll let you know in writing within 5 business days of our decision and your options for external dispute resolution, including referral to the Telecommunications Industry Ombudsman (TIO) (see below).

### **What if my complaint is urgent?**

We deal with the majority of complaints in the order they are received. For urgent matters (such as where you have applied for, or have been accepted as being in financial hardship under our [Financial Hardship Policy](#), or where disconnection of your service is imminent or happened without due process), we will propose a resolution within 2 working days of our acknowledgement of the complaint. If we don't think we can resolve it within 2 business days, we will let you know that as soon as we can, and will keep you updated with what we are doing and how long it will take to resolve your complaint.

### **What if I want my complaint escalated?**

If at any stage of the process you're unhappy with the management of your concerns, you can request that we escalate your complaint to the next level of management within Pivotel. The manager of your complaint will then deal with you personally to discuss your complaint, and the resolutions that have been offered.

**How do I keep track of my complaint?**

While your complaint is being investigated we will provide you with regular updates of our progress so that you are aware of what is happening with your complaint. You can also call our Customer Care team using the details above for an update on how your complaint is progressing.

**When will my complaint be resolved?**

Once you have agreed to a proposed resolution, we will complete any promised actions:

- Within 2 business days for an urgent complaint;
- Within 10 business days for a standard complaint; or
- As otherwise agreed with you, such as where we have advised you about a delay for technical or other reasons, or where we are waiting on you to take a step necessary for us to take further action to resolve your complaint

We won't close your complaint without your agreement, unless we are unable to contact you after making three attempts to do so.

You can request written confirmation of the resolution once the complaint is closed. You'll receive this within 5 business days.

**What do we expect from you?**

To ensure your complaint is resolved effectively, we may need to contact you to find out more information and to discuss your concerns. If we're unable to contact you, we'll write to you to let you know the 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 after we have written to you, we will close the complaint.

**What if I am still dissatisfied?**

Pivotel is a customer focussed company, and our aim is to provide you with the most fair, objective and efficient complaint handling process we can. If you have given us a reasonable chance to resolve your concerns, but are still unhappy, you can ask the TIO to assist. We will not cancel your service for the sole reason that you were unable to resolve the complaint directly with us and pursued options for external dispute resolution.

To lodge a complaint with the TIO, you can call 1800 062 058 (180 675 692 from a TTY handset) or contact them via their website [tio.com.au](http://tio.com.au). Please note that you will need a complaint number issued by us, and the TIO will expect that you have attempted to resolve the complaint with us before lodging a TIO complaint.