



PO Box 654, Sanctuary Cove QLD 4212

## Complaint Handling Policy

### Introduction

At Intelico, our aim is to deliver outstanding customer experiences. We do this by providing quick and effective resolutions of your concerns and difficulties.

You have a right to make a complaint if you are dissatisfied with our services or how we've handled your enquiry. If you have not received the support you expect, we want you to let us know so that we can get it right. We will not charge you for handling your complaint.

You can contact us about your complaint via the methods listed below. We will generally acknowledge receipt of your complaint as soon as we receive it (e.g. if you're on the phone with us). If you contact us by other means, such as by email, we will call you or write back to you within 48 hours to acknowledge receipt.

### Our Responsibilities

- Provide an efficient, fair and structured mechanism for handling customer complaints.
- Keep customers informed about the progress of their complaint and the expected timeframe for resolution.
- Regularly review our complaints handling process to improve our standard of customer service.

### How to make a complaint

**BY PHONE:** Please call our customer service on 1300 786 004 between 10.30 A.M to 6.00 P.M Monday to Friday, you can speak to one of our consultants over the phone to try and resolve your complaint straight away.

**BY EMAIL:** You can also make a complaint by emailing us at [contact@intelico.com.au](mailto:contact@intelico.com.au), we will respond to your complaint by calling you at the contact details we have on the file or email back to provide you with an indication of how long it will take to resolve. We aim to resolve all customer complaints within 10 working days.

When you speak to us regarding a complaint, the consultant will usually communicate with you directly when resolving your concerns. They may also provide you with a direct telephone number or extension number to contact them if you want to follow up with them.

### What if I am unable to speak with Intelico myself?

If you would like to nominate someone to speak to us on your behalf, we are happy to speak with this person. We may contact you to ask your permission either via phone or in writing first, to make sure you are happy for us to discuss your complaint and account details with them.

If you would like to contact us to make a complaint but require assistance to do so (for example, if English is not your native language or you have a hearing impairment), you can contact us via a language interpreter service or, you can contact us via the National Relay Service. Should you have more specific needs requiring assistance in making a complaint, please let us know so that we can determine how to assist you.



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### What if my complaint is urgent?

We deal with the majority of complaints in the order they are received. There are certain types of complaints which are always considered urgent; usually complaints referred by our financial hardship team and where a customer has lost service, or we become aware that their service may become lost, for an unknown or unusual reason. These types of complaints are given priority and we will work to resolve them within 48 hours. If your complaint is of this nature, please advise our consultants accordingly.

If you feel your complaint is urgent and requires priority for any other reason, please speak with a Customer Service representative who will do their utmost to assist.

### What happens next?

Upon receiving your complaint, we will confirm that we are investigating your complaint by telephone or writing within 2 working days. [We will give you a reference number or similar to allow you to easily follow up on your complaint].

If we cannot resolve your complaint immediately, we may need to investigate what is causing the delay, we will keep you informed of the progress of your complaint, proposed actions, and the expected timeframe for resolution.

We will generally investigate and resolve your matter within 15 working days. Complex complaints may take longer than 15 working days to resolve. In this case, we will keep you updated on the reason for the delay and likely timeframe for resolution. In the event that the anticipated delay is longer than a further 10 working days and is not the result of a declared mass service disruption, we will advise you of your options for external dispute resolution including the Telecommunications Industry Ombudsman (TIO). We will always advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

If we after careful consideration find that the complaint for any reason is frivolous or vexatious in nature or we can do nothing more to resolve the complaint or assist you, we may decide not to deal, or to deal further, with the complaint, in this case we shall advise you within 5 working days of us making the decision to not deal with the complaint further and will advise you of the reasons for the decision and options for external dispute resolution, including the Telecommunications Industry Ombudsman (TIO).

### How can I confirm my complaint is resolved?

We will not implement an outcome or resolution unless this has been accepted by you or your representative. We will not close your complaint without your agreement, unless we are unable to contact you after making multiple attempts to do so. While we will usually discuss your complaint with you via telephone, we are happy to confirm the resolution via an email within 5 working days should you request this.

We aim to resolve all customer complaints within 10 working days. If we cannot speak with you directly we will send you an email acknowledging your complaint if you have provided us an email address and provide our direct contact details, so you can call us back at your convenience.



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### **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. Therefore, we may ask you for contact details to enable this, and to be available to discuss this at a time you agree to.

While your complaint is being investigated, we ask that any outstanding amounts on your bill that you are not disputing be paid. We will not take credit management action on amounts that are part of your complaint, nor will we cancel your service just because you are making a complaint.

Should your matter be complex, or require extra time to resolve, we will discuss this with you and provide you with the reasons why this is the case.

In cases where we are unable to contact you via contact details we have on the file (Phone/Mobile /email), we will send out a letter to the address we have on the file mentioning our failed attempts to contact you and inviting you to contact us within 10 working days from the date mentioned on the letter.

### **What we do if you want your complaint investigated further?**

If our consultants or managers are not able to resolve your concerns, we will refer your complaint to our Resolver Group. We will provide you with a complaint reference number and within 48 hours your complaint will be allocated to a dedicated case manager. Your case manager will also provide you with their direct contact details.

If you would like to nominate someone to speak to us on your behalf, we are happy to speak with this person. We may contact you to ask your permission either via phone or in writing first, to make sure you are happy for us to discuss your complaint with them.

### **What if I am still dissatisfied?**

If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist, after you have spoken with us. You can contact the TIO by:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

Please note that the TIO will expect that you have attempted to resolve the complaint with Intelico before lodging a TIO complaint.