

# Activ8me Customer Complaint Handling Process



## Introduction

Activ8me takes all customer complaints seriously, and we undertake to do our best to resolve them as effectively as possible. This document outlines Activ8me's process for handling customer complaints. This will allow you to lodge a complaint and follow it through the process until the matter is resolved or dealt with appropriately.

## Complaints Handling Processes - How Activ8me handles complaints

Activ8me provides a process which all customers can access in order to lodge a complaint. The Activ8me Customer Care Centre (CCC) is the first point of contact for customers. The CCC initially handles all complaints, from account problems, technical issues, activ8me staff or dealers' performance or other matters concerning the level of service being provided.

### A complaint can be lodged by:

Phone: 1300 760 219  
Email: [support@activ8.net.au](mailto:support@activ8.net.au)  
Fax: 03 9457 4469  
Post: Activ8me Customer Care Centre, 5 Helen Street, Heidelberg West, Victoria 3081

## Processing of Complaints

Once a complaint has been received, through any of the lodgement methods above, a customer service representative will contact you and provide a call reference number as well as details of your complaint.

If the complaint is unable to be resolved by the customer service representative, then it will be escalated to a level 2 representative. Level 2 often resolve complaints however in the event further escalation is required, then this can be escalated to the CCC Supervisor/Manager. The complaint will be escalated to the General Manager if the Supervisor/Manager is unable to resolve the complaint.

All complaints are logged and stored for future reference ensuring your complaint is handled in a prompt and efficient manner. All complaints are addressed within 2 business days of lodgement. As a valuable customer you have the right to make a complaint if you believe that there is an issue with the service that Activ8me has provided to you. Activ8me aim to ensure all customers receive the highest level of customer service and that all complaints can be.