

## Introduction

This policy outlines Activ8me's process for handling complaints. Activ8me takes all customer complaints seriously. The Complaints Handling Policy applies to all existing and former customers who are covered by the *Telecommunications Consumer Protections Code*. You will not be charged for using this service.

All customers (including former customers) have the right to make a complaint if they are dissatisfied with our services or how we have attempted to respond to a query you have made.

This policy may be amended by Activ8me from time to time at Activ8me's sole discretion, including where required to comply with legislative requirements.

## What is a Complaint?

A complaint is any expression of dissatisfaction made to Activ8me by a consumer in relation to products and services or the way we've managed a complaint.

Complaints do not include an initial call to request information or support or to report a fault or service difficulty unless a consumer advises that they want that call treated as a complaint and does not include an issue that is the subject of legal action.

If you or your authorised representative contact us and are dissatisfied with our products or service, we will ask if you wish to have your concern managed as a complaint in accordance with the Complaints Handling Process set out below.

## Authorised Representative and Staff

An Authorised Representative is a person approved by the account holder to deal directly with Activ8me on their behalf. An Authorised Representative can make most changes to (or obtain any information about) the relevant account on behalf of the account holder.

You can view information about how to appoint an Authorised Representative online:

<https://www.activ8me.net.au/policy/complaint-handling-policy/> - Authorised Representatives.

All staff members involved in complaints handling are appropriately trained, and responsible for making themselves aware of, and complying with, this policy and the Complaints Handling Process. The Complaints Handling Process is available in writing to all personnel responsible for monitoring and analysing complaints and the complaints handling process.

## Types of Complaints

Complaints are classified into different categories. Some complaints will be considered urgent, which means we will attempt to resolve them within two business days.

Urgent Complaints include:

- Where the consumer has (or is living with someone who has) a diagnosed life-threatening medical condition, and whose life may be at risk without access to the relevant service;
- Where the consumer will have or has had their service disconnected due to an internal error; and

- Where the consumer has come under Activ8me's financial hardship policy and then raised a complaint.

### **Complaints Handling Process**

We will endeavour to resolve your complaint at the time it is raised with us, however, some situations may require further assessment.

#### ***Receipt and Acknowledgement***

We will immediately acknowledge all complaints made by phone. All other complaints made by email, post, fax or lodged through our website will be acknowledged within two business days of receipt. When we acknowledge your complaint, we will provide you with information on how to obtain the complaint handling process summary, a reference number, and the time frame in resolving your complaint.

#### ***Initial Assessment and Investigation***

The time we spend investigating a complaint is determined by its seriousness and complexity, and we're committed to resolving complaints as soon as possible. Our investigation process begins as soon as we become aware of your complaint by conducting our initial assessment.

All information required to investigate the complaint will generally be gathered within two business days, however, you will be notified if further time is required and be advised of any delays to proposed timeframes.

#### ***Response to Complaint and Proposed Resolution***

We will always attempt to resolve any complaint at the first point of contact, by ensuring our Customer Support Centre are trained to understand potential remedies available to resolve the complaint.

For urgent complaints, we aim to have a resolution to you within two business days, however, sometimes urgent complaints may not be able to be resolved within two business days. Where additional time will be required, we will contact you prior to the two business days elapsing and inform you the reason for the delay, provide a new timeframe for resolving the complaint and external dispute resolution options including the Telecommunications Industry Ombudsman (**TIO**).

For non-urgent complaints we aim to implement an agreed resolution for you within 10 business days.

However, if the issue is complex (for example, where the issue involves third party vendors), we may need extra time to resolve your complaint. If, however, the delay is longer than 15 business days, we will contact you and explain the cause of the delay and the projected timeframe for resolving the complaint.

Should you wish to accept our proposed resolution, we will aim to complete all steps to implement that agreed resolution within 10 business days. We will not close the complaint unless it has been accepted by you or your Authorised Representative.

You will also have the option to refer your complaint to an external dispute resolution process if the delay is not caused by a notified mass outage of service. Further information about external dispute resolution can be found below.

## ***Implementation of Agreed Resolution and Closing Complaints***

Once the resolution is agreed upon, it will be implemented within the applicable time frame of receiving the complaint. If we cannot meet the time frame, we will notify you before the time has passed.

Activ8me will confirm with you the resolution has been implemented and the complaint will be closed.

### **Internal Escalation**

Activ8me has an internal escalation process. You can request an internal escalation of your complaint if you believe your complaint should be classified as urgent or the initial response time in handling your complaint is not adequate.

This process is generally handled by a supervisor or a case manager. When you request this escalation, we will provide you with our internal escalation process and your options for external dispute resolution within two business days

### **What happens if you're not happy with the outcome and external dispute resolution**

If you are not happy with the way your complaint was addressed, you can make a complaint to the TIO by going to [www.tio.com.au](http://www.tio.com.au) or contacting them on 1800 062 058.

For broader telecommunications issues that may fall outside of the jurisdiction of the TIO, you can contact the Australian Communication and Media Authority (ACMA).

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.

### **Vexatious or frivolous complaints**

We will not dismiss complaints as frivolous or vexatious without exhausting all possible options to resolve the complaint in accordance with our processes. If your behaviour or complaint is considered frivolous or vexatious, we will provide you with written reasons for why we consider this to be the case within five business days of making this decision, along with details of the external dispute resolution process. If you request for information in writing, we will provide this in five business days.

### **How to lodge a complaint**

We will assist you when you require help with formulating, making and on the progress of your complaint.

You can lodge a complaint using any of the below options:

- Phone: 13 22 88 (Weekdays 8am – 8pm, Weekends 8am – 5pm AEST/AEDT)
- Email: [complaints@activ8me.net.au](mailto:complaints@activ8me.net.au)
- Online: [www.activ8me.net.au/support/complaint-handling-policy](http://www.activ8me.net.au/support/complaint-handling-policy)
- Fax: 03 9484 3875

- Post:  
Activ8me Customer Care Centre,  
Complaints Department,  
279 Dundas Street  
Preston Vic 3072
- Non-English-Speaking customers: please call the Government Interpreter Service Line on 131 450
- If you have a disability and need help to make a complaint, or you need help understanding our process, please call the National Relay Service on 133 677
- For payment assistance please see our payment assistance policy - <https://www.activ8me.net.au/policy/payment-assistance-policy>

### **How you can monitor your complaint**

When we acknowledge receipt of your complaint, we will supply you with a unique reference number that is kept on your account, this can be referenced any time you call to check progress.

We may need to contact you, or your authorised representative to find out more information, to discuss your concerns, or to give you an update on the progress of your complaint. To do this we will require all relevant contact details and the best time that you are available for us to call. If we are unable to contact you to discuss the complaint, we will write to you providing details of the attempts to contact you and invite you to contact us within a period of no less than 10 business days.