

# Complaints Handling Policy

## Our Commitment

Switch isn't just any telco. It's a team of people on your side, invested in making your business telecommunications painless. We hope to never have a complaint because we get it right the first time, but we know that things can go wrong despite our best efforts, and we want to hear from you so we can fix the issue.

As a customer of Switch, you have the right to make a complaint and we are here to listen, understand and solve the problem.

## How to make a complaint and what we do to resolve complaints

We always want to resolve your issue at the time it's raised before it moves into a formal complaint process. This is the level of service we always aim for. If for some reason this is not possible, we will clarify whether you would like to make a complaint and assist you to formulate, make and progress a complaint.

If required, you can nominate a representative to make and handle your complaint. Additionally, if you are deaf or have a hearing or speech impairment, you can use the services of the National Relay Service to make a complaint. If English is not your first language, you may use the services of the National Translating and Interpreting Service to make a complaint.

As soon as we receive a complaint, we will advise you that we have received the complaint either immediately (by phone) or within 2 working days of receipt (if by email, mail or after house) and provide you with a unique identifier. If you wish to monitor the complaint, you can contact us on the contact details below with your unique identifier.

When a complaint cannot be resolved initially, we will take the following steps to resolve it:

- 1) We will assess the complaint and then decide whether it requires further investigation. If so, we will begin an investigation process to understand the extent of the problem and devise an appropriate resolution.
- 2) We will then contact you to advise you of the proposed resolution and discuss how to fix your problem. We will advise you within 15 days of receiving your complaint. If it is a billing error, we will correct by the end of the next billing period. Occasionally it may take longer than 15 business days to investigate your problem and, in this case, we will explain why and give you a new expected timeframe.
- 3) Once we agree on how to fix your problem, we will implement all actions required to fix the issue within 10 working days, unless you agreed otherwise or unless you have not done something that we needed you to do, and we cannot proceed because of this. On further investigation, if it is determined that it is a frivolous or vexatious complaint, we will advise you within 5 working days that we will not deal with the complaint.
- 4) We will provide confirmation to you that your complaint has been resolved, as soon as practicable. If you request written confirmation of our proposed resolution of your complaint or confirmation that your complaint has been resolved, we'll do so within 5 business days.

## Contacting us

If you have any queries concerning this policy or you wish to make a complaint, please contact us via:

Phone: **1800 800 723**.

Email: [customerservice@switchtelecom.com.au](mailto:customerservice@switchtelecom.com.au)

The 'Contact Us' form on our website: [www.switchtelecom.com.au](http://www.switchtelecom.com.au)

In writing: **PO BOX 1188, Werribee, Vic, 3030**

If you wish to call and speak to someone directly about a complaint, please call between 9am - 4pm (Monday - Friday).

## What if your complaint is urgent?

Your complaint will be treated as urgent if:

- if you have applied under our Financial Hardship Policy and the issue you are complaining about directly contributes to the financial hardship you are experiencing; or
- if your service has been disconnected or is about to be disconnected and due process has not been followed.

In this case we will agree with you on how to address the issue and implement all required actions to fix the issue within 2 business days. If there is a delay, we will explain why and provide you with a new expected time frame.

## If we can't contact you

If we can't contact you via telephone about your complaint, we'll write to your email or mailing address and invite you to contact us within 10 business days.

## What happens if you're not happy with the outcome?

If you feel that your complaint has not been adequately addressed and Switch have been given a reasonable opportunity to address it within the specified time frames, then you may request to have your complaint internally escalated. It will be escalated to our Head of Operations for review who will contact you within five working days, or two days for urgent complaints.

If you are still not happy with the outcome of an internal escalation, you may choose to escalate a complaint to the Telecommunications Industry Ombudsman (TIO) at <https://www.tio.com.au/complaints>.

Your service will not be cancelled or affected by lack of resolution or external escalation of a complaint.

For broader telecommunications issues that may be outside the jurisdiction of the TIO, you can also contact the Australian Communication & Media Authority (ACMA) or, for trade practices issues, the Australian Consumers Competition Commission (ACCC).

## What is a complaint?

**Complaint** according to the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018* means an expression of dissatisfaction made to a carriage service provider by a consumer in relation to its telecommunications products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by the consumer.

It does 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.