



**indigo**

## **Complaints Handling Policy**

**AP Telecom Holdings Pty Ltd T/A Indigo Internet**

# Complaints Handling Policy

## Forward

In accordance with Telecommunications (Consumer Complaints Handling) Industry Standard 2018 pursuant to subsection 125AA(1) of the Telecommunications Act 1997, AP Telecom Holdings Pty Ltd is required to provide and maintain a complaints handling policy. This policy outlines the processes and procedures which both AP Telecom Holdings Pty Ltd and the customer must follow in regards to handling and resolving complaints in regards to your telecommunications services.

We are obligated to provide you with a written complaints process (this document). This document will be:

1. Made available on our website (<http://indigointernet.com.au>) and/or;
2. Made available to you on request, as soon as practicable after you inform us that you wish to make a complaint.
3. Provided to you for your use at no cost.

## Your Rights

Under the act, you have a number of statutory rights in regards to our handling of complaints and our communication with you pursuant to your complaint.

1. You may make a complaint at any time.
2. You may make this complaint:
  - a. via telephone: (+61) 07 3128 2235
  - b. via email: [hello@indigointernet.com.au](mailto:hello@indigointernet.com.au)
  - c. via post: 14 Benson Lane, Mount Nebo, Queensland 4520
  - d. via our self-service portal: <http://portal.indigointernet.com.au>
3. You may make this complaint within business hours (9AM-5PM Monday to Friday)
4. You may nominate a representative to make and handle a complaint on your behalf.
5. You escalate to the Telecommunications Industry Ombudsman (TIO) if, after reasonable opportunity, we have not been able to resolve your complaint.

## Our Obligations

1. If you have expressed dissatisfaction with our service and we are unsure whether or not you wish to make a complaint, we will clarify with you whether you wish to do so.
2. If you wish to make a complaint, we will provide you with assistance in formulating, making and progressing your complaint, including providing accessibility assistance to consumers with disabilities, consumers from non-English speaking backgrounds or those suffering from financial hardship.
3. We must treat you with fairness and courtesy when handling your complaint.
4. We must set out a dispute resolution process (this document).
5. We must provide you with details on how to contact the Telecommunications Industry Ombudsman (TIO).
6. We may not cancel your telecommunications service for the sole reason of not being able to resolve your complaint directly and you choose to pursue external dispute resolution.

## Process

### Communication

1. When you make a complaint, we will provide you with a reference number and tell you how it can be monitored throughout the complaint's lifecycle.
2. If you make the complaint in person or via telephone, we will acknowledge the complaint immediately.
3. If you make the complaint via email, our website, via post or via a recorded telephone message (such as a voicemail), we will acknowledge the complaint within two working days.
4. We will provide regular updates regarding your complaint via your preferred communication method such as telephone, email or post.

### Initial Assessment

When you lodge your complaint, we will assess whether the complaint is urgent or not. For the purposes of this assessment, we will determine whether:

1. You have applied for or are currently experiencing financial hardship under our Financial Hardship Policy and where the subject matter of the complaint can be reasonably presumed to directly contribute or aggravate your financial hardship;
2. Where the disconnection of your service is imminent or has occurred and where due process has not been followed; or
3. You are a priority assistance consumer and the service which you are receiving is a priority assistance service.

If any of these apply, your complaint will be assessed as urgent. If these do not apply, your complaint will be assessed under the standard complaint policy.

### Investigation

During the course of the investigation, we'll keep you updated as your complaint progresses. If you wish to check the status of your complaint, you can contact us via whatever method you made the complaint, or by checking the status of the investigation in our customer service portal (<http://portal.indigointernet.com.au>).

### Response & Proposed Resolution

During the complaint's lifecycle:

1. We will use our best efforts to resolve all complaints on first contact.
2. We will investigate a complaint to the extent that is commensurate with the seriousness of the complaint, where it is not possible to resolve a complaint to the satisfaction of the consumer at first contact.
3. If the complaint is deemed as not urgent, we will:
  - a. Within 10 days, complete all necessary actions to implement a proposed resolution except where:
    - i. You otherwise agree;
    - ii. You agree to undertake actions to implement the proposed resolution by a specified time, but do not complete these actions.
  - b. Tailor any remedy offered to you so that, as far as practicable, the remedy addresses the main cause of the complaint and your individual circumstances.

- c. Determine whether the complaint pertains to a billing dispute and if deemed as such, will resolve your complaint by no later than the end of your next billing period or within 40 calendar days, whichever occurs first.
- d. Determine whether the complaint is as a result of a broader or systemic issue and seek to resolve the main cause of that issue or problem.

### **Urgent Complaints**

1. If the complaint is urgent, we will also:
  - a. Provide confirmation of a proposed resolution of your urgent complaint. If you accept the proposed resolution, we will implement that resolution within two working days of receiving the urgent complaint.
  - b. Only allow your complaint to be closed with your consent, unless:
    - i. Your complaint has been deemed as frivolous or vexatious.
    - ii. We have been unable to contact you on at least five separate attempts over no more than 10 calendar days.

### **Delays**

If we anticipate or experience any delays in processing your complaint, we will notify you as soon as reasonably possible.

## **Escalations & Telecommunications Industry Ombudsman Referrals**

You can ask us to escalate your complaint if you're not satisfied with our resolution process, or you believe it is reasonable that your complaint be treated as urgent. If you request an escalation, we will escalate your complaint internally for consideration and response.

1. If you request an escalation, we will respond to your complaint within 5 (five) working days.
2. If you reasonably believe your complaint to be urgent, we will respond to your complaint within 2 (two) working days.

Under the Telecommunications (Consumer Complaints Handling) Industry Standard 2018, you have a right to external dispute resolution via the Telecommunications Industry Ombudsman (TIO) scheme. The TIO is an external entity responsible for providing mediation between telecommunications consumers and telecommunications service providers.

If you believe that you have done all reasonable things in order to have your complaint resolved and are unable to do so, you may contact the Telecommunications Industry Ombudsman to peruse external dispute resolution.

The Telecommunications Industry Ombudsman can be contacted by:

1. Phone: 1800 062 058
2. Fax: 1800 630 614
3. Online: <http://www.tio.com.au/making-a-complaint>