



Complaints Handling Policy

Summary

Red Broadband is committed to working with our customers to resolve any complaints and we aim to provide a simple and easy to follow process that allows you to do this. We believe that you have a right to complain and if you choose to do so, we will deal with your complaint in a fair and efficient manner. Our complaint handling policy complies with the Telecommunications Consumer Protection Code C628_2015 (TCP Code) and responsibility for compliance with the process lies with our Chief Executive Officer.

Free of charge

In most cases, we will not charge you for dealing with your complaint and we will never charge you without notifying you first. Circumstances which may attract a charge would be where you request information from 2 or more years ago or you request information that is not free as per our Critical Information Summary. If any cost recovery charges apply we will tell you before charging you (and you may choose not to pay and to discontinue your complaint) and we will inform you about your options for external dispute resolution, e.g. the Telecommunications Industry Ombudsman (TIO).

How to make a complaint

If you wish to make a complaint, please contact us using one of the following methods:

Telephone: 1300 551 331 between the hours of 9am to 6.30pm weekdays (excluding public holidays) and from 9am to 4:30pm on Saturdays. * If you call us from a landline your call will be billed at the cost of a local call. If you are calling from a mobile telephone, the cost of the call may be more expensive.

- **Email:** support@redbroadband.com.au
- **Phone:** 1300 551 331
- **Fax:** (08) 9200 2801
- **Mail:** Red Broadband
PO Box 285
Belmont
WA 6984

If you wish to appoint an Authorised Representative to make a complaint on your behalf, visit <http://www.redbroadband.com.au/support/> and download and fill in our 'Authorised Representative' form.



What will we do?

At Red Broadband we always aim to resolve any complaints on your first contact with us. If you have an issue that you wish to address with us, just contact one of our friendly staff members using the contact methods described above to address the issue with us.

We will acknowledge your complaint immediately if you are speaking to us over the telephone and within 2 days if you have lodged your complaint through any other channel including leaving a voicemail on our answering machine (e.g. outside of our office hours) or via email. When your complaint has been acknowledged, we will provide you with a unique reference number to enable you to follow up on your complaint. To follow up on an existing complaint, please contact us on the methods described above and quote your reference number.

During your complaint, we will work with you to try to tailor and propose a mutually beneficial outcome to resolve your complaint. During this time, you may be escalated to one of our senior team members if required. Occasionally it is not possible to resolve the complaint within the first contact with us and we may need to investigate the matter further before we can propose a solution to you.

We will then agree with you on how to resolve your problem (this may include waiving of fees or other commercial solutions) and we will advise you accordingly within 15 days of receiving your complaint. Generally we expect that all complaints will be completely resolved within 15 business days of being received. If we expect that your complaint will take longer, and your complaint is not the result of a Mass Service Disruption, we will notify you of this and give you a new extended time frame.

Once the proposed outcome has been accepted, we will implement any required actions to resolve the issue within 10 working days, unless you have agreed otherwise, or you have not done something that we needed you to do, and we are not able to proceed because of this.

Urgent Complaints

Circumstances where your complaint may be treated as urgent are:

- If you have applied for financial hardship under our 'Financial Hardship Policy' and the issue that you are complaining about contributes to the Financial Hardship that you are experiencing;
- If your service has been disconnected or is about to be disconnected and due process has not been followed;
- If you are receiving Priority Assistance (e.g. Because of a severe medical condition) for the service that you are complaining about.



In cases where your complaint has been classified as urgent, we will agree with you and implement all required actions to resolve the issue within 2 business days. If there is a delay, we will explain why to you and we will provide you with a new timeframe for resolution.

If you are unhappy with our efforts

If you have followed the process as detailed above and you remain unsatisfied with our efforts, we may recommend that your issue is escalated to our senior management or to the Telecommunications Industry Ombudsman (TIO) for independent advice. The TIO is a last resort when you feel we have not been able to address your issue. The TIO is an independent body and deals with complaints that consumers have not been able to resolve with their telephone or internet company directly.

Red Broadband asks that you allow us time to go through our internal complaints process before contacting the TIO as in our experience complaints that are dealt with internally are resolved much quicker than complaints that go through the TIO mediation process.

Telecommunications Industry Ombudsman (TIO)

The TIO can be contacted via the following methods:

- Telephone: **1800 062 058**
- Fax: **1800 630 614**
- Online: <http://www.tio.com.au/making-a-complaint>

Note: We will never cancel your service because you have contacted an external dispute resolution scheme.