

## **Terms and Conditions**

### **Our Complaints Handling Process**

#### **Complaint Handling Process**

Your feedback is important to us, whether good or bad. If you're dissatisfied with our products or service, we want to know about it. We treat every complaint seriously and aim to resolve your concerns as quickly as possible.

#### **What is a complaint?**

A complaint is any expression of dissatisfaction or grievance made to us about our products or services, or the way we have managed a complaint. We don't treat the first time you contact us to request information or support or report a fault of service difficulty as a complaint unless you ask us to. If we're unsure if you want to make a complaint, we'll ask you.

It's your right to make a complaint. We won't charge you, or treat you any differently, for making a complaint. Knowing when we haven't got it right helps us to identify ways to continually improve and helps us to continue to offer you the products and service you deserve.

#### **How can I make a complaint?**

##### **Contact Us**

Use our online chat at (<https://dashboard.tawk.to/#/chat>) or through your airtel au Account to lodge a complaint. We'll record the details of your complaint and acknowledge that we have received it, then contact you via email or phone.

You can send an email to ([support@airtel.net.au](mailto:support@airtel.net.au)) to lodge a complaint. Otherwise, our mailing address is (suite 217 520 Collins ST. Melbourne 3000). Please let us know the reason for your complaint, contact number and how we can contact you.

#### **Getting help making a complaint**

All our staff are trained to help you to formulate, make or progress a complaint. For complaints made on phone, we'll begin to assist you immediately. For complaints made through our online chat, email or mail, we'll contact you within 2 business days of receiving your complaint.

If you require support or help to make or handle your complaint, you can nominate an authorised representative to contact us on your behalf (make sure you give us

permission to speak with them about your complaint), appoint an advocate (someone authorised to deal with us on your behalf, subject to you being present) and/or utilise a support service such as those listed on our Accessibility needs page.

### **What can I expect when I make a complaint?**

When you get in touch with a complaint, we'll give you a reference number. Keep this number, in case you need to speak with us again or want an update on the progress of your complaint, to help us access a detailed record of your complaint.

If your issue can't be resolved immediately, you may place a request to speak with a Supervisor. They will be in contact within 24 to 48 business hours to further discuss your complaint.

No matter how you choose to reach out to us, you can expect an outcome within 15 business days.

Any urgent complaint will be handled within 2 business days. If we don't think we can resolve it within 2 business days, we will let you know that as soon as we can and will keep you updated with what we are doing and how long it will take to resolve your complaint.

We'll reach out to you if we need more information, have a resolution in mind or if the timeframe to resolve your complaint changes. If there's a delay, we'll tell you the reason why and the new timeframe. We'll also let you know your options for external dispute resolution if it's going to take longer than 15 days to resolve or a delay will be longer than 10 working days.

If your complaint does not relate to our products or services, we'll try to help you identify a course of action.

If at any stage of the process, you're not happy with the progress or handling of your complaint, you can request for it to be escalated to a supervisor in our team.

Throughout the process, your personal information is managed in accordance with our Privacy Policy.

### **What do I need to do after making a complaint?**

To help us resolve your complaint quickly and effectively, we may need your assistance in understanding your specific concerns and issues. In those cases, we'll let you know. We may also need access to your account, so make sure that

you – or your authorised representative – know the details of your services and have your complaint reference number handy.

We'll always try to contact you to discuss your complaint and resolve it as quickly as possible. If we're unable to contact you, we'll write to you to let you know the details of our attempts to reach you and how you contact us if you still have a complaint.

### **When will my complaint be resolved?**

We will always try to resolve your complaint as quickly as possible.

Once you have agreed to a proposed resolution, we will complete any promised actions;

- within 2 business days for an urgent complaint;
- within 10 business days for a standard complaint; or
- as otherwise agreed with you, such as where we have advised you about a delay for technical or other reasons or where we are waiting on you to take a step necessary for us to take further action to resolve your complaint.

If you tell us you are concerned about our response times or prioritisation of your complaint, we'll let you know how we prioritise a complaint, options available to escalate with us and external options available for dispute resolution, including referral to the TIO (see below). We'll do this within 2 business days.

If we consider a complaint to be frivolous or vexatious, or don't know how else to address your concerns, we may decide not to deal with your complaint further. In this case, we'll let you know in writing within 5 business days of our decision.

You can request written confirmation of the resolution once the complaint is closed. You'll receive this within 5 business days.

### **What if my complaint is still unresolved?**

If at any stage of the process you're unhappy with the management of your concerns, you can request that we escalate your complaint.

If you have given us a reasonable chance to resolve your concerns, but you are still unhappy, there are external organisations (including those listed below) you can contact for advice. You can also refer your complaint to the Telecommunications Industry Ombudsman (TIO) for dispute resolution. There is no charge for using the TIO's dispute resolution service.



- Telecommunications Industry Ombudsman (TIO): General complaints PH: 1800 062 058
- Australian Communications and Media Authority (ACMA): Broadcast complaints PH: 1300 850 115
- Office of the Australian Information Commissioner (OAIC): Privacy complaints PH: 1300 363 992