

COMPLAINT HANDLING POLICY

Introduction

At Harbour ISP, we aim to provide strong, reliable and consistent broadband internet services to every member of the Australian population we can reach. We aim to empower and enrich people's lives with access to the on-line community and the digital economy.

We realise that sometimes the needs and expectations of our customers may not be met, or may seem like they are not being met, and in those cases, they have the right to make a complaint.

You can make a complaint if you are dissatisfied with our services or how we've handled your enquiry. There is no charge to make a complaint.

We will not cancel your service for the sole reason that you have a complaint, you have been unable to resolve the complaint by speaking directly with us, or that you have then pursued options for external dispute resolution.

How you can contact us

By telephone:	1300 579 403	Australian Central Standard (Adelaide) time
		Mon – Fri 8am-9pm
		Weekends 9am-5pm
		Holidays 9am-5pm
By mail:	Customer Service Complaints Officer Level 1, 44 Currie Street, Adelaide SA 5000	
By email:	customercare@harbourisp.com.au	
Online:	https://www.harbourisp.com.au/complaints	

Assistance with preparing, lodging and progressing your complaint

If you have special needs or a disability, are suffering financial hardship, or are from a non-English speaking background, we can help you to write up, present and progress your complaint or can refer you to other sources of support who can provide you with assistance.

You can appoint a representative to make and handle a complaint on your behalf. Our Customer Service Team can provide you with a form for you to complete to nominate an Authorised Representative; or you can access the form directly [here](#).

You may find the following services of use:

National Relay Service (24 hour)	Voice relay 1300 555 727 TTY 133 677 SMS relay 0423 677 767
Speak & Listen	1300 555 727
Translating and Interpreting Service (TIS National)	131 450

What happens when you make a complaint

Our approach

We will endeavour to deal with your complaint fairly, courteously and in a timely manner. We will consider all of the circumstances of the complaint and any special needs you may have. Our goal is to always fix any problems raised during your first contact with us. Sometimes this is not possible, and we may need some time to develop a plan to resolve the matter.

Receipt and acknowledgement

At the first contact, our **Customer Service Team** will create a file with a unique reference number. If you wish to raise this matter in future, you can refer to this number which will have detailed records of your matter. Our Customer Service Team are experienced and are aware of what remedies are available to assist with the resolution of an issue. If they are not able to resolve the issue, the complaint will be escalated to our **Complaints Officer** who is a senior manager.

We will acknowledge that we have received your complaint:

- if the complaint was made by telephone, then immediately; or
- if the complaint is received by email, on-line, by post, or where you have contacted us by telephone and left a recorded message, within 2 working days.

Assessment and classification of complaints

We will categorise your complaint so that it can be managed in accordance with the most appropriate process.

A complaint will be treated as **urgent** under the following circumstances:

- if you have applied for, or have been accepted as being, in financial hardship under our Financial Hardship Policy, and the issue about which you are complaining directly contributes to the financial hardship you are experiencing;
- if your service has been disconnected or is about to be disconnected and due process has not been followed; or
- it relates to a service for which you receive Priority Assistance under the *Priority Assistance for Life Threatening Medical Conditions Code*.

Other complaints are separated into the following categories:

- damage to customer's property;
- service disruption, outage or fault;
- a problem with hardware we supplied;
- location of equipment - antenna/cabling;
- customer service;
- sales service;
- fees for service, early cancellation fee or equipment.

Investigation and resolution

We will provide confirmation that a complaint has been investigated and the outcome of the investigation, as soon as practicable after it is completed.

Where we are able to address a complaint by offering a remedy, we will tailor any remedy offered to a customer so that it addresses the main cause of the complaint and the individual circumstances of the matter.

We will aim to resolve **urgent complaints** within 2 business days. If there is a delay in the resolution of an urgent complaint, within 2 business days, we will provide a written explanation as to why this is and provide you with a new time frame. If it is a longer delay, we will also inform you of your options for external dispute resolution such as the TIO.

We will aim to resolve **billing complaints** by the end of the billing period immediately following a complaint.

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Other complaints will be resolved within **15 business days** of receiving the complaint. If you require written confirmation of this, we will do so within 5 business days after your request. Where we have proposed a resolution to a complaint, we will implement the proposed resolution within **10 business days**, except where you have not agreed, or if we are waiting for actions that you required to take within a specified time.

Confirmation of completion of resolution of complaint

We will provide confirmation to you that the proposed resolution to a complaint has been implemented as soon as practicable after we have completed the action proposed as a remedy, and the complaint has been officially closed.

If we are successful in making contact, you will be asked to confirm whether you are satisfied with the proposed resolution.

Closure of complaint

We will close a complaint if:

- **Resolved** – When the complaint has been resolved;
- **Consent** – With your consent;
- **Unsatisfactory outcome** – You have told us that you are dissatisfied with the progress or resolution of a complaint and we have provided you with information about options for external dispute resolution process including the TIO;
- **Unreasonable complaint** – we believe that we can do nothing more to resolve the complaint or assist you and your behaviour is frivolous or vexatious. We will notify you of our decision to close the complaint within 5 business days of our decision, advise you of the reasons for our decision and options for external dispute resolution including the TIO;
- **Lost contact** – We have been unable to contact you to discuss the complaint or to advise of the proposed resolution of the complaint.

What you can do if you are not satisfied with the outcome

Referring a complaint to the TIO for external dispute resolution

If we have been given a reasonable opportunity to resolve your complaint, and are unable to do so, and if you wish to progress the complaint beyond the resolution that we propose, then you have the right to contact an external organisation for support advice and options for external dispute resolution.

You may obtain support and advice and you may seek external dispute resolution from the following external organisations:

Organisation	Issue	Contact details
Telecommunications Industry Ombudsman (TIO)	General matters about your service	T:1800 062 058 https://www.tio.com.au/making-a-complaint
Office of the Australian Information Commissioner (OAIC)	Privacy	T:1300 363 992 https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint
Australian Competition and Consumer Commission (ACCC)	Scams (money or data)	https://www.scamwatch.gov.au/report-a-scam

Consumer Commission (ScamWatch)		
Australian Financial Complaints Authority - (formerly the Financial Ombudsman Service (FOC))	Finance and insurance services	T: 1800 931 678 https://www.afca.org.au/make-a-complaint/
Australian Communications and Media Authority (ACMA)	Broadcast matters, content & spam	T: 1300 850 115 - https://www.acma.gov.au/Citizen/Phones/Mobile/TCP-code https://www.acma.gov.au/Citizen/Complaints/TV-and-Radio-complaints

Other matters

Broader/systematic issues – We have in place processes, procedures and systems to monitor and analyse our record of complaints to identify broader or systematic issues or problems. Where a complaint indicates a broader or systemic problem or issue, we will seek to resolve the main cause of that problem or issue to ensure it does not recur.

Retention of records – We will retain records for two years from the date of creating the record.

Privacy – Any personal information collected during the complaint process will be handled in accordance with our Privacy Policy.

Functional Separation Undertaking (ACCC) – Harbour ISP is part of Uniti Group Limited (**Uniti**) who entered into a [Functional Separation Undertaking](#) with the Australian Competition and Consumer Commission (**ACCC**). Any complaint regarding compliance with the Functional Separation Undertaking can be submitted directly to Uniti via email to fsucompliance@unitigrouplimited.com or to the ACCC via www.accc.gov.au.au.