

# COMPLAINTS POLICY

January 2018



## Our Principles

You have a right to complain, and if you do we will deal with your complaint in a fair, efficient, objective manner and through a transparent process. We strive to solve any problems you may have during your first contact with us.

Our complaint handling process complies with the requirements of the Telecommunications Consumer Protections Code C628:2015 (TCP Code) and responsibility for compliance with the process lies with our Chief Executive Officer.

## Free of Charge

We will not charge you for dealing with your complaint in most instances, and we will never charge you without telling you first.

We may charge you to recover costs in very specific circumstances only, i.e. we may charge you where you request information that was collected more than two years ago or where you request information that is not free of charge as per our Standard Customer Contract or our Critical Information Summary.

If cost recovery charges apply, we will tell you before charging you (and you may of course choose not to pay and 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 complain, please contact our Customer Care team:

Phone: 1300 579 403  
Hours: 8.30am – 5.30pm Monday to Friday  
Fax: 1300 766 909  
Email: [customercare@harbourisp.com.au](mailto:customercare@harbourisp.com.au)  
Online: <http://www.harbourisp.com.au/contact-us>  
Post: PO Box 572, Mudgee, NSW, 2850

There may be a low cost for calls to our customer care number. Calling us from a mobile may be more expensive.

We will help you to formulate, lodge and progress your complaint if your request this.

You may appoint an authorised representative or advocate to make the complaint on your behalf.

## What we will do

### Acknowledge

We will acknowledge your complaint immediately if you complained to us over the phone, and within two (2) working days if you lodged your complaint through any other channel including instances where you've left a message on our answering machine (outside of business hours).

When we acknowledge your complaint, we will give you a unique reference number and Harbour ISP contact information to enable you to easily follow up on your complaint. We will also give you an indicative timeframe for resolving your complaint.

You can follow up your complaint by contacting us by phone on 1300 579 403, emailing [customercare@harbourisp.com.au](mailto:customercare@harbourisp.com.au) or visiting <https://www.harbourisp.com.au/contact-us>

### And solve

Our goal is to always resolve your problem during your first contact with us.

Sometimes this is not possible and we need to investigate the matter. We will then agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15 working days of receiving your complaint. We will advise you in writing if you request this.

Occasionally it may take longer than 15 working days to investigate your problem and in this case we will explain why and give you a new expected time frame, if possible.

If the delay is more than 10 working days (and is not the result of a Mass Service Disruption) we will also inform you about your options for external dispute resolution such as the TIO.

We will implement all actions required to fix your problem within 10 working days of your acceptance of the complaint resolution unless you agreed otherwise, or unless you have not done something that we needed you to do and we cannot proceed because of this.

### **What if Your Complaint is Urgent?**

Your complaint will be treated as urgent and responded to within two (2) working days where possible

- if you have applied for being in financial hardship 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.

### **If You're Unhappy with our Efforts**

If you tell us that you're not satisfied with the complaint timeframes, its progress or the outcome, or if you tell us your complaint ought to be treated as urgent, we will escalate your complaint internally. If you are still dissatisfied, we will inform you about your options for external dispute resolution such as the TIO.

We will never cancel your service because you've contacted an external dispute resolution scheme.

### **Telecommunications Industry Ombudsman (TIO)**

We encourage you to always contact us first if you experience any problem or are unhappy with our service. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

TIO services are free of charge.

### **Have Questions?**

Contact Harbour ISP on 1300 579 403, email [customer@harbourisp.com.au](mailto:customer@harbourisp.com.au) or visit <https://www.harbourisp.com.au/contact-us/>