

## Activ8me Complaint Handling Policy



### Introduction

This policy outlines Activ8me's process for handling complaints. We take all customer complaints seriously.

The Complaints Handling Policy applies to all existing and former customers who are covered by the *Telecommunications Consumer Protections Code*. You will not be charged for using this service.

All customers (including former customers) have the right to make a complaint if they are dissatisfied with our services or how we have attempted to respond to a query you've made.

This policy may be amended from time-to-time at Activ8me's sole discretion, including where required to comply with legislative requirements.

### What is a Complaint?

A complaint is any expression of dissatisfaction made to Activ8me by a consumer in relation to our products and services or the way we've managed a complaint.

Complaints do not include an initial call to request information or support. They also don't include a call to report a fault or service difficulty, unless you advise that you want the call treated as a complaint and does not include an issue that is the subject of legal action.

If you or an Authorised Representative contact us and are dissatisfied with our products or service, we'll ask if you wish to have your concern managed as a complaint in accordance with the Complaints Handling Process set out below.

### Authorised Representative and Staff

An Authorised Representative is a person approved by the Account Holder to deal directly with Activ8me on their behalf. An Authorised Representative can make most changes to (or obtain any information about) the relevant account on behalf of the Account Holder.

You can view information about how to appoint an Authorised Representative online via the link below:

<https://www.activ8me.net.au/policy/authorised-representatives/>

All staff members involved in complaints handling are appropriately trained. They're responsible for making themselves aware of and complying with this policy and the Complaints Handling Process. The Complaints Handling Process is available in writing to all personnel responsible for handling complaints, as well as those involved with monitoring and analysing complaints.

### Urgent Complaints

Some complaints are classed as urgent, which means we'll attempt to resolve them within two business days.

Urgent Complaints are situations where:

- You have (or are living with someone who has) a diagnosed life-threatening medical condition, whose life may be at risk without access to the relevant service,

- Where you will or have had your service disconnected due to an internal error; and/or
- You have made an application for payment assistance and then raised a complaint.

### **Complaints Handling Process**

We'll endeavour to resolve your complaint at the time it's raised to us but some situations require further assessment.

#### ***Receipt and Acknowledgement***

We'll immediately acknowledge your complaint if made over the phone. Complaints made by email, post or on our website will be acknowledged within two business days of receipt.

When we acknowledge your complaint, we'll provide you with:

- A unique reference number
- Information on where to get a copy of the Complaint Handling Policy
- The estimated timeframe to resolve your complaint

#### ***Initial Assessment and Investigation***

The time we spend investigating a complaint is determined by its seriousness and complexity.

We're committed to resolving complaints as soon as possible. Our investigation process begins as soon as we become aware of your complaint.

All information required to investigate the complaint will generally be gathered within two business days. You'll be notified if more time is required and advised of any delays to the proposed timeframes.

#### ***Response to Complaint and Proposed Resolution***

We'll always attempt to resolve any complaint at the first point of contact. Our Customer Support teams are trained to understand potential remedies available to resolve your complaint.

For urgent complaints, we'll propose a resolution and if you accept it, implement it within two business days from when it was lodged to us.

For non-urgent complaints, we aim to propose a resolution within 10 business days.

If the issue is complex (for example, where the issue involves third party vendors), we may need extra time to resolve your complaint.

Where additional time's required, we'll contact you within two business days to inform you of the reason for the delay, provide a new timeframe and provide external dispute resolution options including the Telecommunications Industry Ombudsman (TIO).

If the delay is longer than 10 business days, we'll contact you and explain the cause of the delay and the projected timeframe for resolving the complaint.

### ***Implementation of Agreed Resolution and Closing Complaints***

For non-urgent complaints, once the resolution is agreed it will be implemented within 5 business days.

This may be delayed if you're required to take actions to implement the agreed resolution, but didn't complete these actions or if you agree to extend this timeframe.

We'll provide you with written confirmation within 5 business days that the resolution has been implemented and your complaint has been resolved.

We'll not close the complaint unless the proposed resolution has been accepted by you or your Authorised Representative, and the resolution has been implemented.

### **Internal Escalation**

Activ8me has an internal escalation process. You can request internal escalation if you believe your complaint should be classified as urgent or believe the initial response time in handling your complaint isn't adequate.

This process is generally handled by a supervisor or a case manager. When you request an escalation, within two business days we'll outline to you what steps we're taking to escalate your complaint, and your options for external dispute resolution.

### **What happens if my complaint isn't resolved within 30 calendar days or I'm not happy with the outcome?**

If we haven't already done so, we'll inform you of your right to escalate the matter to the Telecommunications Industry Ombudsman (TIO). This information will be provided no later than the next working day after the 30-day period has ended.

If you're not satisfied with how we have handled your complaint at any stage, you have the right to contact the TIO, a free and independent dispute resolution service for telecommunications consumers.

You can lodge a complaint with the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058. For broader telecommunications issues that may fall outside of the jurisdiction of the TIO, you can contact the Australian Communication and Media Authority (ACMA).

We won't cancel your service for the sole reason that we weren't able to resolve your complaint and you pursued options for external dispute resolution.

### **Vexatious or frivolous complaints**

We won't dismiss complaints as frivolous or vexatious without exhausting all possible options to resolve the complaint in accordance with our process. If your behaviour or complaint is considered frivolous or vexatious, we'll provide you with written reasons for why we consider this to be the case within five

business days of making this decision, along with details of the external dispute resolution process. If you request for information in writing, we'll provide this within five business days.

### **How to lodge a complaint**

We'll assist you if you require help with formulating, making and/or on the progress of your complaint.

You can lodge a complaint using any of the below options:

- Phone: 13 22 88 (Weekdays 8am – 8pm, Weekends 8am – 5pm AEST/AEDT Vic time)
- Email: [complaints@activ8me.net.au](mailto:complaints@activ8me.net.au)
- Online: [www.activ8me.net.au/support/complaint-handling-policy](http://www.activ8me.net.au/support/complaint-handling-policy)
- Post:  
Activ8me Complaints Department,  
279 Dundas Street,  
Preston Vic 3072
- Non-English-Speaking customers can call the Government Interpreter Service Line on 131 450 for assistance raising a complaint
- If you have a disability and need help to make a complaint or understanding our process, please call the National Relay Service on 133 677
- Individuals who are deaf or hard of hearing can also use the National Relay Service to communicate their complaint by calling 133 677
- For payment assistance, please see our Payment Assistance Policy which can be found here: <https://www.activ8me.net.au/policy/payment-assistance-policy>

### **How you can monitor your complaint**

When we acknowledge receipt of your complaint, we'll supply you with a unique reference number that is kept on your account, which you can use when you contact us to check on the progress of your complaint.

We may need to contact you or your Authorised Representative to get more information, to discuss your concerns, or to give you an update on the progress of your complaint.

To do this we require all relevant contact details and the best time that you are available for us to call.

If we're unable to contact you to discuss the complaint, we will write to you providing details of the attempts to contact you and ask you to contact us within 10 business days.