

Complaints Handling Policy



Customers have a right to complain, this feedback also helps us improve. The purpose of our Complaints Handling Policy is to offer guidance and support regarding our approach to handling complaints. It outlines the expectations you can have when raising a complaint, provides instructions on how to submit a complaint, and explains how you can track the status and progress of your complaint.

What is defined as a complaint?

A complaint refers to an explicit expression of dissatisfaction about our products and services, including the handling of our customer care.

Please note that an initial call (or email, chat etc.) made to report a fault or service difficulty does not automatically qualify as a complaint. You should provide our customer care team with a reasonable chance to resolve your concerns in the first instance before lodging a formal complaint. A complaint also does not include an issue that is the subject of legal action.

Please remember that whilst we can provide services to businesses, all myhomefone services are classified as residential grade only.

Complaints Handling Process

Step:

1. First Contact

Please contact us by phone at 1300 031 107 or email complaints@myhomefone.com.au and state you wish to lodge a formal complaint. Where possible, a written email complaint is preferred in the first instance. This helps to ensure your complaint is defined as such, plus it also reduces the likelihood of any misinterpretation of the issue.

When we receive your complaint, we'll first triage it as either standard or urgent. Urgent complaints apply where:

- it originates from a customer who has applied for or been accepted as experiencing Financial Hardship according to our Financial Hardship policy. Additionally, the complaint must pertain to an issue that can reasonably be assumed to contribute to or worsen the customer's Financial Hardship directly;
- it involves a service that is about to be or has been disconnected, and due process has not been followed; or
- it involves a Professional Monitoring or MyCareFone service.

Minimum information required to lodge a complaint:

- Account Holder's Name
- Account Number (can be found in your welcome email or the top right of your bill)
- Point of contact details (if acting on behalf of the account holder)
- Details of complaint. Include dates, times, staff members spoken to and reference/ticket numbers of relevance.
- Proposed outcome

One of our Customer Service Representatives (CSR) will work to solve your issue. A CSR is empowered to resolve complex issues and first-level complaints and make fair and reasonable customer service decisions.

2. Escalation to a Supervisor

If the CSR is unable to resolve your complaint, it can be escalated to a supervisor, or an appropriate

alternative senior member of staff if a customer service supervisor is not available. The supervisor will assess the dispute and respond within 2 working days.

3. Referred to our Resolution Team

In the unlikely event the supervisor is unable to resolve your complaint, it can be escalated to our Resolution Team. A member of the team will contact you within 1 working day of receiving the referral to acknowledge your complaint. The acknowledgement may be verbal (via telephone) or in writing (via email) at our discretion. The Resolution Team has access to all areas of the business and will utilise them to resolve your complaint.

4. Further Options & Escalation

If you are unsatisfied with the way your complaint was handled or the proposed resolution, our Resolutions Team may recommend access to other options, including Senior Management or, as a last resort, the Telecommunications Industry Ombudsman (TIO) as an external escalation channel. The TIO can be contacted on 1800 062 058 or via their website www.tio.com.au

Key Timeframes

At Step 1, you will immediately receive a complaint reference (ticket) number and then formal acknowledgement of your complaint within 2 working days. For urgent complaints, we'll contact you as soon as possible with our suggested resolution and do our best to implement it within 2 working days.

Our goal is to reach a mutually agreed-upon resolution and implement it within 10 working days unless, we require more information from you, or the issue has been caused by a notified mass outage of service. If your complaint proves to be intricate or demands additional time for resolution, we will contact you as soon as possible, explaining the reasons behind the extended timeframe.

Monitoring your complaint

We will keep you updated on the progress of your complaint and when it has been marked as resolved. You can, however, check in at any stage by phone or directly responding to the latest email you received from us regarding the complaint. If phoning in, remember to quote your Complaint Reference (ticket) Number provided in Step 1.

Contact Attempts

If we are unable to reach you through your preferred contact method, we will send you a written communication outlining our attempts and kindly request that you get in touch with us.

If we do not receive a response within 10 working days, we will consider your complaint as resolved.

Frivolous or Vexatious Complaints

Occasionally, after thorough evaluation, we may determine that:

- We are unable to take further action to resolve your complaint or provide assistance;
- Your behaviour or complaint is frivolous or vexatious.

If we come to this decision, we will notify you within 5 working days and provide you with the rationale behind it. Additionally, we will inform you about alternative options for external dispute resolution, such as reaching out to the Telecommunications Industry Ombudsman.

Payment of Undisputed Charges

During the investigation of your complaint, it is necessary for you to fulfil the payment obligations for any outstanding charges on your bill that you do not dispute. Rest assured, we will refrain from taking any credit management measures on the amounts related to your complaint, and your service will not be cancelled solely due to the fact that you have lodged a complaint.