

COMPLAINT HANDLING POLICY

Introduction

CRISP Wireless is committed to providing excellent customer service and maintaining a positive customer relationship at all levels of the business. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The [Telecommunications Consumer Protections Code](#) is an enforceable industry Code of Conduct, designed to ensure good service and fair outcomes for all Consumers of telecommunications services in Australia. It sets out clear rules for telecommunications providers servicing residential and small business customers, providing community safeguards in the areas of sales, service and contracts, billing, credit and debt management, and changing providers. It is one of the many telecommunications standards, codes and guidelines in Australia designed to protect you, the customer.

An initial call to a provider to request a service or information or to request support is not necessarily a Complaint. An initial call to report a fault or service difficulty is not a Complaint. However, if a customer advises that they want this initial call treated as a Complaint, we will also treat this initial call as a Complaint.

The following outlines our policy and procedures for the handling of verbal and written complaints.

We want to resolve your complaints as soon as possible. Please call our friendly customer service team, and we'll do our best to fix any problems you may be having with our service as soon as possible.

How to lodge a complaint

- In the first instance, you are encouraged to contact us via phone, email or via the portal to discuss your complaint.
- If you wish to have an Authorised representative talk to us on your behalf, please ensure that you have appointed this person via the required form (refer to website).
- Once we receive your complaint, our dedicated customer service team will investigate it and respond within the nominated time periods.
- If for any reason you are not satisfied with the response, you may request the complaint to be escalated to senior management for review.
- If you agree with the proposed resolution, we will implement the resolution within 10 business days.
- If, for any reason, you are not satisfied with the offered resolution, you may refer your complaint to the Telecommunications Industry Ombudsman (<https://www.tio.com.au/>).

Our Responsibilities

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints-handling process.
- To provide support and assistance to disadvantaged and vulnerable consumers, including those experiencing financial hardship or domestic and family violence.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard of customer service as part of our commitment to excellence in customer service.



COMPLAINT HANDLING POLICY

Handling Your Complaint

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- You will be provided with a unique identification number or reference number that will be associated with your complaint. You can follow up on your complaint by quoting the reference number provided.
- If your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under our financial hardship policy, where your service is about to be disconnected, we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner, and we will generally resolve and implement a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely time frame for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee if your complaint requires us to retrieve archived records that are more than 24 months old.
- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you a complaint handling fee, we will refund you the full amount of the fee charged within 30 days.

Telecommunications Industry Ombudsman (TIO)

The Telecommunications Industry Ombudsman (TIO) is an alternative dispute resolution scheme for residential and small business consumers in respect of disputes. The TIO can assist you if you have been unable to resolve your complaint with your phone or internet company directly.

The TIO seeks the cooperation of BOTH parties through an alternative dispute resolution process to achieve an outcome that is fair and reasonable. To lodge a complaint with the TIO, you can visit <https://www.tio.com.au/> or phone 1800 062 058.

When should I go to the TIO?

If you have a complaint about your internet or phone, the first step you should take is to contact us and try and resolve it directly. Usually, the problem can be resolved at this stage. However, if you are unhappy with the resolution of the problem, you can make a complaint to the TIO.

How much does it cost?

The TIO service is free. There is no charge to have a complaint investigated by the TIO.



COMPLAINT HANDLING POLICY

Help for the Vision or Hearing Impaired or from a Non-English-Speaking Background

If you require this Complaint Handling Policy in an alternative format, please contact us via phone or email. We will make reasonable efforts to provide the information in a format that meets your needs.

The [National Relay Service \(NRS\)](#) can help you if you are Deaf or find it hard to hear or speak to hearing people on the phone.

The [Translating and Interpreting Service \(TIS National\)](#) is an interpreting service provided by the Department of Home Affairs for people with limited English skills.

Other

For certain telecommunications and trade practice issues, you may complain to:

- The Fair-Trading Office in your state (<https://www.wa.gov.au/service/business-support/fair-trading>)
- The Australian Competition and Consumer Commission; (<https://www.accc.gov.au/about-us/contact-us-or-report-an-issue/report-a-consumer-issue>) and/or
- You may also obtain legal advice from your solicitor as an alternative avenue for resolution.

