



Globalgig Australia
Complaints Handling Policy

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1. Introduction

We are committed to providing you with the best possible service and we set ourselves very high standards, but if you are dissatisfied with our products or services, we want you to let us know so we can get it right.

This document sets out our commitment to you around managing and resolving complaints. It has been developed in accordance with the requirements of the Telecommunication Consumer Protections Code C628:2012.

2. What is a complaint

We see a complaint as an expression of dissatisfaction or grievance made to us about any of our products and services.

While we try and resolve all complaints as quickly as possible, we recognise some complaints take a priority over others. We will prioritise a complaint as urgent if

- you are experiencing financial hardship according to our [financial hardship policy](#), or
- your service has been or is about to be disconnected due to an error on our part.

3. Who can make a complaint

We recognise your right, as our customer or former customer, to make a complaint, and we will deal with your complaint efficiently, fairly, and courteously.

We will assist customers and former customers with disabilities, those suffering financial hardship and those from non-English speaking backgrounds. If you require any special assistance to lodge your complaint, please tell us what they are when you get in touch with us and we will provide assistance as needed.

If you wish to allow an authorised representative or advocate to act on your behalf, our Customer Care team can help you to do so.

4. How to make a complaint

If you have a complaint or if our service does not meet your expectations, you can contact our Customer Care team in one of the following ways.

By phone 1300 281 582 anytime

By email customercare@globalgig.com

By mail Globalgig Australia Pty Ltd, GPO Box 2766, BRISBANE QLD 4001

5. Acknowledging your complaint

We're committed to acknowledging your complaint promptly.

If you make a complaint over the phone we will immediately give you a reference number and an estimated timeframe for when we'll resolve your complaint. Where a complaint is made by email, through our website or by post, we'll make sure we get this information to you within 2 working days of receiving your complaint.

6. Handling and resolving your complaint

We'll try to resolve your complaint at the time it's raised. If your complaint requires further investigation, we'll aim to resolve it within 15 working days of receiving your complaint, or within 2 working days if your complaint is prioritised as urgent.

You may monitor the progress of your complaint by contacting us and quoting the reference number for your complaint.

As soon as you've accepted our proposed resolution we'll aim to finish all steps to deliver that resolution within 10 working days. The only time this may differ is when you agree to a different timeframe or we need you to do something in order to resolve the complaint.

Sometimes we may not be able to resolve a complaint within the timeframes set out above. If that's the case we'll contact you and explain the reason for the delay, give you a new timeframe for resolving your complaint, and advise you of your options for external dispute resolution including the TIO.

7. Escalating complaints

If you are not happy with how your complaint is being handled or you are unhappy with the outcome, our Customer Care team will escalate your complaint to our Management team.

8. Complaints monitoring

We are committed to continuously improving our service to you. Complaints are recorded and analysed on an ongoing basis so we can identify and rectify any recurring issues.

9. Telecommunications Industry Ombudsman

If you are not satisfied with the outcome of your complaint or with the way in which we have handled the matter, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

The TIO is an alternative dispute resolution scheme for small business and residential consumers who have a complaint about telecommunication services. The TIO is a free service. You should note, however, that the TIO service is intended as a "last resort", which means that you should give Globalgig an opportunity to resolve your complaint before you take it to the TIO.

The TIO's website can be found at: www.tio.com.au

By phone 1800 062 058

By email tio@tio.com.au

By mail Telecommunications Industry Ombudsman, PO Box 276 Collins Street West, Melbourne, VIC 8007