



## Complaint Handling Process

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### OUR PRINCIPLES

The Melbourne Phone Company complaint handling process complies with the requirements of the Telecommunications (Consumer Complaints Handling) Industry Standard 2018. We aim at providing a quick and effective resolution of our customers concerns and difficulties. Our customers have the right to make a complaint if they are dissatisfied with our service, or the handling of an enquiry.

If a customer does not receive satisfactory support, we ask them to let us know to give us the opportunity to satisfy their request. If the complaint is via the phone we will acknowledge it immediately, should we be contacted by other means, e.g., letter or email we will respond within 48 hours of receipt of the notification.

Should a customer have a complaint they can contact us via any of the following –

#### 1. WEBSITE

<http://mphone.com.au/online-complaints-form>

#### 2. PHONE

Call our Customer Service staff on 1300 887 939 and speak to one of our consultants over the phone to try and resolve the complaint. Assistance is available during the following hours –

- Monday to Friday                      8am to 8.30pm AEST
- Saturday                                      8am to 6.30pm AEST
- Public Holidays                              8am to 6.30pm AEST

#### 3. WRITTEN COMPLAINT

Our mailing address for complaints is:

**PO Box 18170,  
Melbourne Vic 3001**



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### 4. EMAIL

Our email address for complaints is:

**jb@mphone.com.au**

### HOW WE RESOLVE COMPLAINTS

Melbourne Phone Company offers its customers a number of avenues through which complaints may be made. Where possible our consultants we seek to clarify whether a customer wishes to make a complaint where the customer has expressed dissatisfaction and will assist the customer in the making of any such complaint.

Complaints will be categorised according to different categories, namely: (i) Regular; (ii) Urgent; and (iii) Special Needs, as described below.

If we consider a complaint vexatious or frivolous, we will advise a customer in writing within 5 working days and also give the reasons for our decision and options for external dispute resolution, including the TIO.

### ONLINE FORM

The customer can fill out their details on our online complaints form, <http://mphone.com.au/online-complaints-form> the case will then be assigned to a dedicated case manager, who will contact the customer within 48 hours.

### BY PHONE

You can speak to one of our consultants over the phone to try and resolve your complaint. Should the consultant be unable to resolve your complaint they will pass your case over to a manager. Details of your complaint are recorded on your account for easy access at any time by simply quoting your account or service number.



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### BY EMAIL OR LETTER

We will respond to a customer complaint within 48 hours of receiving it and provide an indication of how long it will take to resolve. Our goal is to always resolve the problem during our first contact with the customer. Sometimes this is not possible if further investigation may be required. We will then agree with the customer on how to fix the problem which may include waiving of fees or other commercial solutions and advise them accordingly within 15 working days of receiving their complaint.

We aim to resolve all customer complaints within 15 working days. When a customer speaks to us regarding a complaint, the consultant will usually communicate with them directly when resolving their concerns. They may also provide a customer with a direct telephone number for following up. In all cases, however, our Customer Care Team can assist by calling 1300 887 939 for a further update on how the complaint is progressing.

If we are unable to resolve the complaint within 15 working days we will advise of the cause of delay and propose a new time for resolving the matter. We will also advise of other avenues of dispute resolution including the TIO.

### URGENT COMPLAINTS

Should a customer consider their complaint is urgent and requires priority for any other reason, they should speak with a Customer Service representative who will do their utmost to assist.

Urgent complaints will be resolved within two working days for customers experiencing financial hardship or where a customer has lost service, or we become aware that their service may become lost, for an unknown or unusual reason. These types of complaints are given priority and we will work to resolve them within 48 hours.

The customer should notify us if they are dissatisfied with the time frame for resolving their complaint or if they are seeking their complaint treated as urgent. We will tell them about our internal escalation processes and the options for external dispute resolution including the TIO.

If we are unable to resolve the complaint within 48 hours we will advise of the cause of delay and propose a new time for resolving the matter. We will also advise of other avenues of dispute resolution including the TIO.

Where a customer communicates that they are dissatisfied wants their complaint to be treated as urgent, we will with 5 working days (regular complaint) and 48 hours (urgent complaint) advise the customer of internal escalation, prioritisation processes and also advise of other avenues of dispute resolution including the TIO.



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### **SPECIAL NEEDS**

If the customer wishes to nominate another person to speak to us on their behalf, we are happy to speak with this person. We may contact the customer to ask permission either via phone or in writing first, to make sure they are happy for us to discuss the complaint and account details with the nominated person. Should the customer wish to contact us to make a complaint but require assistance to do so (for example, if English is not their native language or they have a hearing impairment), they can contact us via a language interpreter service or if they use a TTY to communicate, they can contact us via the National Relay Service. We also have staff who speak languages other than English who may be able to interpret in some cases. Should the customer have more specific needs requiring assistance in making a complaint, please let us know so that we can determine how to assist.

### **FURTHER INVESTIGATION**

If the consultant or manager is not able to resolve the complaint concerns the customer will be provided with a complaint reference number and they will be contacted by our Compliance & Complaints Manger within 48 hours.

### **CONFIRMATION THE COMPLAINT IS RESOLVED**

We will not implement an outcome or resolution unless it has been accepted by the customer or their representative. We will not close a complaint without agreement by the customer, unless we have been unable to contact the customer after making multiple attempts to do so. We will usually discuss a complaint with the customer via telephone and are happy to confirm the resolution via letter or email within 5 working days if requested. We aim to take all necessary action to implement a proposed resolution of a non-urgent complaint within 10 working days. If we cannot speak to the customer directly we will send a letter acknowledging their complaint and provide direct contact details for a call back at their convenience.

### **HOW THE CUSTOMER CAN ASSIST**

To ensure the complaint is resolved effectively, we may need to contact the customer for more information and to discuss their concerns. The customer may need to provide contact details and be available to discuss the complaint at an agreed time.



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Whilst a complaint is being investigated, we ask for payment of any undisputed amounts on their bill. Credit management action will not be taken on amounts that are part of the complaint and we will not cancel a service for the reason of the complaint. Should the matter be complex, or require extra time to resolve, we will discuss this with the customer and provide the reasons why this is the case.

### **SHOULD A CUSTOMER BE UNABLE TO RESOLVE THEIR COMPLAINT**

If a customer is not satisfied with our review of their complaint, or with the way in which we have handled the complaint, they can ask the Telecommunications Industry Ombudsman (TIO) to assist, after they have spoken with us.

**To lodge a complaint with the TIO the customer can call 1800 062 058 (1800675692 from a TTY handset) or contact them via their website [www.tio.com.au](http://www.tio.com.au)**

Please note that the customer will need a complaint number issued by Melbourne Phone Company, and the TIO will expect they have attempted to resolve the complaint with Melbourne Phone Company before lodging a TIO complaint.