

Complaint Policy Statement



ANT prides itself on its commitment to promote and achieve great customer service and customer satisfaction. ANT customers are welcome to provide feedback when they have an issue they would like to be resolved.

Complaints are a vital way of ensuring ANT provides the best possible product and service to our customer base.

At all times, complainants will be treated in a polite and courteous manner and provided with complete and accurate explanations regarding their complaint.

This policy outlines how we handle complaints, which are covered by the *Telecommunications Consumer Protections Code* (TCP Code).

ANT as part of its continuous improvement will collate the collected data from the complaints we have received and identify those areas that require change or improvement and as required by law and by ACMA (Australian Communications and Media Authority).

What is a complaint

A complaint is an expression of dissatisfaction made to us in relation to our telecommunications products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by the Consumer.

An initial call to us 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 treat it as a complaint. If we are uncertain, we will ask a customer if they wish to make a complaint and we will rely on the customer's response.

Making a Complaint

Should a customer wish to make a complaint they can do so by contacting us by phone, in writing via standard post, fax or email.

Minimum Information Required when Making a Complaint

- Account Number
- Account holders full name and address
- Day time telephone contact number
- Details of complaint, including dates, times, place, or any staff member they have spoken to (if relevant)
- What action you would like taken to rectify the problem.
- Copies of any relevant documents/emails/evidence to support your complaint. Including copies of documents like warranties and receipts.
- Signature of Account holder and date if in paper form

Lodging a complaint

Customers may lodge a complaint personally via:

- **Contacting ANT by Phone** 1300 268 266
 - During business hours – see website for details www.ant.com.au
- **Email** complaints@ant.com.au
- **Fax** 02 8209 4956
- **Post** 1/41 Booner Street Hawks Nest NSW 2324

Or through the services of

- **Authorised representative**
- **Advocate**
- The National Relay Service on 133 677;
- The Translating & Interpreting Service on 131 450.
- Telecommunications Industry Ombudsman by phone on 1800 062 058

Response Times & Acknowledgement

- If you make a complaint by telephone to a 'live' staff member, we will acknowledge it immediately.
- Where possible we will endeavour to resolve the complaint on first contact.
- If you make a complaint by email, Fax, by paper post, or by a telephone message recording system, we will acknowledge it within 2 working days.
- Our acknowledgement may be made by a phone call, fax, email or by letter
- When we acknowledge your complaint, we will give you a unique Case Reference that you can use to identify the complaint in later contacts with us.
- We will propose a resolution within 15 working days (or 2 working days for an urgent complaint)
- If we do not believe we can resolve your complaint within 15 working days (or two working days for an urgent complaint) we will advise you within those periods:
 - why there is a delay;
 - the timeframe that will apply; and
 - if we expect resolution to require more than 10 more working days, of your options for external dispute resolution (except if the delay is because of a declared mass service disruption).

Internal Investigations

We may resolve a complaint on goodwill or commercial grounds, without a detailed investigation. Otherwise, we will investigate your complaint in a way that is proportionate to its seriousness

Refusal to Investigate a Complaint

ANT may refuse to investigate a complaint in the following circumstances:

- When ANT deems the complaint to be frivolous;
- When ANT deems the complaint to be vexatious.

In these circumstances ANT will, where appropriate, use internal processes to escalate the complaint and inform the customer of the reasons for the decision not to investigate and/or inform the customer of the availability of external options for complaint handling for example the TIO (Telecommunications Industry Ombudsman).

We will then not accept any further complaints from the customer on the same or similar issues other than in the course of an external dispute resolution process.

How can you monitor your Complaint?

You can contact us to check the progress of your complaint. Your Case Reference number is the means by which we will track your complaint and retrieve information for you.

Internal prioritisation

In normal circumstances we prioritise the complaints:

Urgent complaints have highest priority.

In the date order they are received.

Complaints involving services to customers with significant health problems,

Where a life is endangered

When a customer has lost service

Or we become aware that their service may become lost

Complaints that are approaching, or have exceeded maximum response times are prioritised next.

We can often only know about these, or other important factors, if you tell us. You can alert us by any of the contact channels through which you can lodge a complaint.

If you feel your complaint requires priority for any other reason, please speak with a Customer Service representative who will do their utmost to assist.

Resolution

We will complete all necessary actions to deliver a resolution to the complainant within 10 working days of the complainant's acceptance of that resolution unless otherwise agreed with the complainant or, the actions are contingent on actions of the complainant that have not been completed.

When a complaint is closed we will send a confirmation of the resolution to the complainant within 5 working days.

If a complainant is not satisfied with the timeframes we outline for the management of the complaint or if they seek to have the complaint classified as urgent and we disagree we will advise the complainant of our internal prioritisation and escalation processes. If the complainant is still dissatisfied they may contact the TIO.

If we cannot contact a complainant to discuss the complaint or advise them of a proposed resolution we will write to the complainant at the last known address stating we were unable to contact them, detail our attempts to contact and inviting them to contact us within 10 working days. If no contact is made the complaint will be closed.

Escalating a Complaint

We have an internal escalation process, and your complaint will be escalated and managed accordingly if you request it.

Once a complaint is escalated, only the representative or officer handling that complaint, can make decisions or liaise with the customer about their complaint.

External Escalation of Complaints

If you feel you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au