

# Complaints Handling Policy

This policy has been developed by iSage in accordance with the Telecommunications Consumer Protections Code (TCP) - No legal rights arise under this document.

## Our Philosophy

Our most valuable resource is YOU - our customer. Your happiness with our service leads to growth and prosperity. That being said, issues will arise from time to time that may lead to dissatisfaction. Using an efficient Complaint Handling Procedure will assist in restoring customer satisfaction.

## About this Policy

This Complaint Handling Policy aims to

- provide a framework for iSage employees to use when handling complaints from customers
- ensure that each complaint is handled in a consistent and timely manner
- assist in restoring customer satisfaction.

## Step One - Contact Customer Support

If you are dissatisfied with our services, then please make your dissatisfaction known either to the person(s) directly involved, or via email to [support@isage.net.au](mailto:support@isage.net.au) or lodge a Members Ticket - a support ticket number for reference will be provided on request. If you wish to deal with a different staff member, then please request this to be so.

If your issue is not related to a service fault lodged with an upstream carrier, you may escalate the issue to a complaint if the issue has not been resolved within seven (7) working days.

If a service fault is lodged with an upstream carrier, you must wait for the resolution of this fault or thirty (30) working days (which ever occurs first) before you may escalate your issue to a

complaint.

### **Step Two - Escalating to Complaint**

You must lodge your complaint, in writing,

- by email to [complaints@isage.net.au](mailto:complaints@isage.net.au) or
- by post to PO Box 385 Paradise Point QLD 4216
- by fax to (07) 5547 5000

Included in your complaint must be the following information:

- Your customer number (if known)
- Your name
- Particulars of the complaint including dates of any correspondence with staff
- Particulars of what steps you have taken to resolve the issue yourself in conjunction with our assistance

Letters, faxes and emails will be acknowledged within 5 working days.

We will provide you with the name of the person handling your complaint and a direct means of contacting that person.

If we need to investigate your issue further we will advise you of what actions we propose to take and an estimated time frame. Should there be any changes we will advise as soon as possible.

While your issue is being investigated we will provide you with regular updates of our progress so that you are aware of what is happening with your complaint.

We will aim to resolve your issue within 30 working days of you raising it and we will fully inform you of the outcome of our investigations. If you would like these results in writing, we will do that as well.

## Step Three - Finalizing Complaint

If a total of thirty (30) working days have elapsed since you initially lodged your complaint in step two, you may request a final resolution by requesting this in writing to the Support Manager. A final resolution will be provided to you within three (3) working days.

Should you be unhappy with the final resolution, then consider approaching the bodies below.

## External Complaint Assistance

The TIO (Telecommunications Industry Ombudsman) or any State Fair Trading body will assist you with complaints that you have tried unsuccessfully to resolve with iSage.

The Telecommunications Industry Ombudsman (TIO) can assist in resolving disputes between telecommunication companies and their customers. The TIO is an independent body that provides a free service. TIO describes itself as an office of last resort and only takes up a complaint if the customer has first tried to resolve it with the relevant company.

Phone 1800 062 058  
Email [tio@tio.com.au](mailto:tio@tio.com.au)

The Office of Fair Trading (or similar) in your State or Territory may also investigate consumer complaints.

If you have difficulties understanding English, and wish to make a complaint, please call the Translating and Interpreting Service on 13 1450 and ask for an interpreter to assist.

For communications assistance, call the National Relay Service on 13 3677.