

## Complaint Handling Process

We aim to provide our clients with the best possible service. If you are not satisfied with our services, you have the right to make a complaint. We take your complaint seriously and will aim to resolve it at the earliest possible opportunity.

This complaint process sets out the steps to raise and escalate your complaint within Screwloose IT.

If you have any special needs or disabilities, do not speak English, suffer from financial hardship or would like to appoint an advocate and/or authorised representative to act for you in relation to your complaint, please let us know so that we can make appropriate arrangements.

We will keep you updated about the progress of your complaint, but you can also monitor progress at any time by contacting our Help Desk.

### Step 1 Initial contact

As an initial step, please raise your complaint:

- about a fault or a service request or your agreement with us by contacting our Help Desk:
  - by phone: 1300 245 575; or
  - by email: [support@screwlooseit.com.au](mailto:support@screwlooseit.com.au)
- about a billing or credit management issue
  - by phone: 1300 245 575; or
  - by email: [accounts@screwlooseit.com.au](mailto:accounts@screwlooseit.com.au)

A Screwloose IT representative will offer you the option of making a complaint if you express dissatisfaction and it is not clear whether you wish to make a complaint. If required, we will help you to formulate and lodge a complaint.

We will acknowledge your complaint immediately if you telephone us and we speak with you directly. If we receive your complaint by email or recorded telephone message, we will acknowledge your complaint within 2 business days of receipt by telephone or email.

A Screwloose IT representative will attempt to resolve your complaint on a fair and reasonable basis to your satisfaction.

### Step 2 Escalation

If complaint is not resolved to your satisfaction, the complaint will be referred to a Manager who will be in contact within 2 working days.

Following escalation, a Manager will review your complaint and attempt to resolve it to your satisfaction.

### **Step 3 Other options**

We hope you will allow us to try and resolve your complaint through this complaint handling process. It is our experience that complaints are resolved much faster through our internal process. If, however, you remain unsatisfied with the outcome you may seek complaint mediation or further assistance from the [Telecommunications Industry Ombudsman](#) (TIO) by calling 1800 062 058.

### **Urgent complaints**

If a complaint is urgent and cannot be resolved immediately by the Help Desk, we will refer it directly to a Manager for investigation, and provide you with a response within 2 business days. We treat complaints as urgent if:

- you have applied for, or receive, assistance under our Financial Hardship Assistance Policy and it is clear to us that your complaint exacerbates your financial hardship;
- your issue is about a disconnection that is about to happen, or has happened, in error;
- your request for connection has been delayed due to our error;
- your issue is an unresolved or recurring fault;
- your complaint involves a delay in the transfer/porting of services to/from Screwloose IT; or
- your complaint is about a service or situation that is dangerous to you or others.

Please let us know if you believe your complaint is urgent.

### **Implementing a solution**

We will advise you by telephone or in writing (by email) of the outcome of your complaint.

If we propose a solution to your complaint, we will ask if you are satisfied with that solution. A proposed solution must be accepted by you before we are required to implement it.

We will not close your complaint without your consent unless it has already been escalated and:

- you've told us that you're unsatisfied with the progress or proposed resolution of your complaint and in response we have advised you of your options for external dispute resolution, including the TIO; or
- we have not been able to contact you for more than 10 business days after an attempt to contact you in writing; or
- after careful consideration, we have advised you that we reasonably believe that your behaviour or complaint is frivolous or vexatious (and the reasons why) and explained your options for external dispute resolution.

We will never cancel your service only because we have been unable to resolve your complaint to your satisfaction and you have elected to seek assistance via an external dispute resolution avenue.