



nextalk

1. Introduction

As a customer orientated organisation dedicated to the satisfaction of its customers, Nextalk has compiled a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

We aim to resolve your complaints in a fair and reasonable manner and encourage you to provide us with ample opportunity to reach resolution.

The following outlines our policy and procedures for the handling of verbal and written complaints. This policy is compliant with the ACIF Industry Code on Complaint Handling

2. Our Responsibilities

- 2.1 1HWDN will provide an efficient, fair and structured mechanism for handling complaints
- 2.2 To provide our customers with access to the complaints handling process
- 2.3 1HWDN will keep customers informed as to the progress of their complaint and the expected timeframe for resolution
- 2.4 We will regularly review our complaints so that we can improve our standard of customer service
- 2.5 Whilst an investigation into a matter is taking place, we will not demand payment of genuinely disputed amount
- 2.6 If you require this information in another language or format please advise us and we will provide.

3. Lodging a Complaint

- 3.1 If you have a complaint regarding any aspect of your account or dealings with 1HWDN, we urge you to telephone customer service in the first instance on 1300 788 029. Our consultant will give you their name so you know with whom you are speaking. You can use an authorised representative and/or an advocate to make a complaint on your behalf
- 3.2 Our objective is to resolve the vast majority of enquiries of complaints during your first contact with us
- 3.3 If you prefer to put your complaint in writing, we will respond to your letter/email by telephone and will confirm any details in writing if you request us to do so
- 3.4 A verbal or written acknowledgement of your written complaint will be made within 5 working days after receiving your letter or email
- 3.5 If you feel your complaint is urgent it please advise us as soon as possible on 1300 788 029. Urgent complaints will be managed differently from regular



complaints as they will be allocated and managed by a supervisor or manager. Please advise Nextalk if you have medical or emergency requirements at the time of complaint lodgement

4. Handling Your Complaint

- 4.1 Upon receiving a verbal complaint we will acknowledge your complaint immediately if your complaint is in writing, we will acknowledge your matter via telephone or in writing within 2 working days
- 4.2 We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution
- 4.3 Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 15 working days
- 4.4 Complex complaints may take longer than 15 working days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution. If the anticipated resolution will take more than 10 further business days we will advise you of your options for external dispute resolution bodies
- 4.5 We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing
- 4.6 You can check on the progress of your complaint by calling Nextalk on 1300 788 029 and quoting your account number

5. Appealing To Outside Bodies

- 5.1 If your complaint is not resolved to your satisfaction by Nextalk, you may refer your complaint to outside bodies for assistance
- 5.2 The Telecommunications Industry Ombudsman (TIO) is an independent and free alternate dispute resolution scheme for residential and small business consumers. The TIO should be viewed as a “last resort” and you will generally need to raise your complaint with Nextalk first.
- 5.3 To lodge a complaint with the TIO you can call 1800 062 058 or write to:

TIO
PO Box 276, Collins Street West
Melbourne VIC 8007

6. Your Legal Rights

- 6.1 Nothing in this Complaints Policy limits or detracts from your rights under the Standard Terms & Conditions for your service, the Telecommunications Act, the Trade Practices Act or any other laws



- 6.2 You do not have to follow the complaint handling procedures in this statement. You are always free to take independent action to enforce your rights
- 6.3 However, we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties

7. Your obligations

- 7.1 If the complaint relates to a billing dispute, you must ensure that all undisputed charges are paid and up to date. If a credit is required as a result of error or a commercial decision this will be actioned within 10 business days of the resolution.
- 7.2 If you are not contactable during the timeframes outlined above we will write to your last known address and advise you of our contact attempts. We will invite you to contact us to discuss the complaint. If we do not hear from you after 10 business days your complaint will be closed and standard billing and collection activity (in the case of overdue amounts) will commence

Nextalk

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