

## Complaints Handling Policy

### Introduction

We are dedicated to providing you excellent customer service, however sometimes things don't work as they should and if this happens we want to work with you to rectify the problem quickly.

This document describes how we manage and resolve complaints, and the actions you can take to escalate complaints that cannot be resolved.

We want to provide great service to you and will work to resolve the problem straight away. Where it may take some time, we will keep you informed throughout the process.

If you'd still like to make a complaint, this is what will happen:

### Step 1: Contacting us

We understand that problems can be frustrating and business affecting. As a first step please contact our customer support team who will do their very best to rectify the problem immediately:

- **Call: 1300 004 442** (between 8am-8pm AEST Monday to Friday)
- **Email: [support@gigacomm.net.au](mailto:support@gigacomm.net.au)**

### Step 2: Working to resolve your complaint

We will acknowledge your complaint and provide you with a reference number immediately if your complaint is received by phone or within 4 hours if received digitally or by mail during normal business hours.

If you believe your complaint requires urgent attention please always contact us by phone at the number listed above.

Your complaint will be immediately escalated to the appropriate manager who will manage the review and resolution of the problem.

We'll do our best to settle your complaint as soon as possible with a commitment of 1 business day for service impacting complaints.

We will contact you directly for all complaints raised and will advise how long we expect our investigation to take.

When we have completed our investigation, we'll explain what we've found and what we propose to do to address the problem, if we haven't resolved it already.

In the event where we are not able to contact you via email or phone in relation to your complaint, we will write to you to let you know you have 12 working days to respond before the complaint is closed.

### Step 3:

If at any time you feel your complaint is not being handled to your satisfaction, in the first instance you can escalate your concerns to our Senior Operations Manager, if not satisfied you can escalate to our CEO. Our support team can provide our escalation contact document upon request.

### Step 4: If you want to escalate your complaint externally

While we hope this won't be the case, if, after following our complaints process you feel we haven't been able to resolve your complaint to your satisfaction there are external dispute resolution options you can access.

You can contact the Telecommunications Industry Ombudsman (TIO), or for broader telecommunications issues you can also contact the Australian Communications and Media Authority (ACMA) or, for trade practices problems, the Australian Consumer and Competition Commission (ACCC).