

Complaints Handling Policy and Procedures

ECN Pty Ltd provides excellent customer service and maintaining a positive customer relationship at all levels from CEO down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible, and because we value complaints as they assist us to improve our products, services and customer service.

As a customer of ours, you are entitled to make a complaint to us. The Telecommunications (Consumer Complaints) Records-Keeping Rules 2018 defines a complaint as “means an expression of dissatisfaction made to a retail carriage service provider in relation to its 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 a provider to request support or to report a fault or service difficulty is not necessarily a complaint. However, if a customer advises that they want this initial call treated as a complaint, the Supplier will also treat this initial call as a complaint.

The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary

We want to resolve your complaints as soon as possible. Please call our customer service team and we will do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaints and the expected timeframe for resolution.

Handling your complaint

Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days. You will be provided with a unique identification number or reference number that will be associated with your complaint. You can follow up on your complaint by quoting the reference number to our team members.

If your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under our financial hardship policy, where your service is about to be disconnected, or where you are receiving priority assistance (for example, for medical reasons), we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.

We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.

Our aim is to resolve complaints in a timely manner and we will generally resolve and implement a matter within 30 calendar days.

Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records that are more than 24 months old.

Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 days.

Step One

If you have a complaint regarding any aspect of your account or dealings with ECN we urge you to contact our Business Manager on 1300 790 111. Our objective is to resolve the clear majority of enquiries or complaints during your first contact with us.

You will be charged at a local rate. If you prefer to put your complaint in writing, we will respond to your letter and will confirm any details in writing if you request us to do so.

If you like, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please see our website for a procedure and form to appoint an authorised representative or advocate. When you discuss your complaint with us, we can assist you to clarify and formulate the complaint.

You can also make a complaint by using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to send a complaint to us.

Step Two

Complaints made to the company are overseen by our customer service management team. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask one of our customer service management team to escalate your complaint directly to senior management. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

Step Three

If you agree with our proposed resolution, we will implement the resolution within 10 business days.

Escalation

If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you may escalate your complaint to the following external bodies:

Australian Privacy Commissioner:

Phone: 1300 363 992

Website: www.oaic.gov.au

Telecommunications Industry Ombudsman:

Phone: 1800 062 058

Website: www.tio.com.au/making-a-complaint