

2018



## Complaint Policy

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## 1. Introduction

Moose Mobile is dedicated to providing excellent customer service and maintaining a healthy customer relationship. This document exists to ensure all complaints are handled as efficiently and effectively as possible.

We strive to resolve any complaints as soon as humanly possible, so in the event of a complaint please contact us by calling (07) 3193 9400 or by sending an email to [admin@moosemobile.com.au](mailto:admin@moosemobile.com.au).

Please note, our standard operating times are:

**Monday – Friday:** 9 AM – 8 PM AEST

**Saturday:** 10 AM – 6 PM AEST, **Sunday:** CLOSED

## 2. Our responsibilities

Listed below are a number of responsibilities which Moose Mobile will take very seriously while dealing with every customer. Our responsibilities include:

- a) providing an efficient, fair, and structured mechanism for handling complaints;
- b) providing our customers with access to the complaints handling process, including those customers with disabilities and special needs;
- c) keeping customers informed as to the progress of their complaint and the expected timeframe for resolution; and
- d) conducting quarterly reviews of our complaints so that we can improve the standard of customer service and support we provide to customers.

## 3. Handling your complaint

Upon receiving a complaint, we will first acknowledge your issue via telephone or in writing within two business days. If your complaint is urgent, such as where you have been:

- a. accepted by us as undergoing financial hardship under our financial hardship policy, where your service is about to be disconnected; or
- b. where you are receiving Priority Assistance (e.g. medical reasons);

then we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why this is the case and provide reasons for the delay.

We will keep you informed of the progress of your complaint, the proposed actions for your complaint, and the expected timeframe in which your complaint may be resolved.

Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 30 days. In the event of a complex complaint the resolution process may take longer than 30 days. 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, and 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 circumstance. For example, we may charge you a fee in a situation where your complaint requires us to retrieve archived records that are more than 24 months old. Normally any complaints require no charge and are entirely free. If we think your complaint requires a charge, then we will not impose on without first discussing the potential charge with you. If your complaint is upheld in your favour, and we have charged you any complaint handling fees, then we will refund you the full amount of the fees charged within 30 days.

## 4. The complaints process

### 4.1 Step 1: Lodging a complaint

If you have a complaint regarding any aspect of your account or dealings with Moose Mobile, we urge you to first call our customer service team on (07) 3193 9400 so we can either fix your issue or formally receive your complaint over the phone. You will be charged at a local rate for this call. Our object is to resolve the vast majority of enquiries or complaints during your first contact with us. 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. Please send all written enquiries and complaints to:

**Moose Mobile, PO BOX 464, Fortitude Valley QLD 4006**

If you would like, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please see our website by visiting [moosemobile.com.au/appointment-of-authorised-representative/](http://moosemobile.com.au/appointment-of-authorised-representative/) to access the [Appointment of Authorised Representative Form](#).

If you require assistance in clarifying or formulating your complaint to us we are more than happy to provide this assistance over the phone when you first make contact with us.

### 4.2 Step 2: Addressing the complaint

Once a complaint has been received it is overseen by our customer service management team. If a complaint is not immediately resolved, we may need to investigate it further. 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 for the complaint to be resolved.

If you are not satisfied with the response tendered to you, you may ask our customer service management team to escalate your complaint to our senior management directly. If so, we will try to organise for a senior management representative to be available in order to address your complaint as soon as possible. However, this will depend on availability.

### 4.3 Step 3: Resolving a complaint

When your complaint is resolved, we will confirm this with you within 10 business days. If your complaint is not resolved to your satisfaction, and depending on the nature of your complaint, you may refer your complaint to an outside body as outlined in section 5 of this document.

## 5. Outside body involvement

In the event where our resolution process is deemed unsatisfactory by you, you may contact the below outside bodies, who can assist you in escalating your complaint further.

### 5.1 Telecommunications Industry Ombudsman (TIO)

The Telecommunications Industry Ombudsman, or TIO, is an alternative dispute resolution scheme for residential and small business consumers regarding disputes within the telecommunications industry. The TIO can assist you if you have been unable to resolve your complaint with your phone or internet company directly. The TIO seeks the cooperation of both parties through an alternative dispute resolution process in order to achieve an outcome that is fair and reasonable. To lodge a complaint with the TIO you can call 1800 062 058 or visit [www.tio.com.au/](http://www.tio.com.au/).

#### **What kind of complaints can the TIO deal with?**

The TIO deals with complaints about telecommunications services. Some of these include billing problems, telephone faults, poor customer service, mobile phone contract issues, and internet access difficulties.

#### **When should I go to the TIO?**

If you have a complaint about your phone or internet, the first step you should take is to contact us and try to resolve it directly. Usually the problem can be immediately resolved at this stage. However, if you are unhappy with our resolution process for your issue, then you can make a complaint to the TIO.

#### **How much does it cost?**

The TIO service is free. There is no charge to have a complaint investigated by the TIO.

#### **How do I contact the TIO?**

You can use the contact information provided above to escalate your complaint to the TIO. If you don't speak English, you can call the Commonwealth Government's Translating and Interpreting Services on 131 450 and ask to be put through to the TIO. The TIO also has fact sheets available in different languages.

### 5.2 Office of the Federal Privacy Commissioner

The Office of the Information Commissioner can assist you with all matters related to privacy. To lodge a complaint, you can call 1300 363 992 or visit <https://www.oaic.gov.au/>.

### 5.3 Other channels

For certain telecommunications and trade practices issue, you may lodge a complaint to:

- a) the Fair Trading Office in your state;
- b) the Australian Competition and Consumer Commission; and/or
- c) you may also obtain legal advice from your solicitor as an alternative avenue for resolution.