



# TELSTRA COMPLAINT HANDLING PROCESS

## OVERVIEW

While we strive to deliver a world-class service to our customers, we aren't perfect and understand that at times we get things wrong.

This document sets out our commitment to customers around managing and resolving complaints. We'll also take appropriate steps to identify and escalate complaints that cannot be resolved.

## WHAT IS A COMPLAINT?

We see a complaint as any expression of dissatisfaction or grievance made to us about any of our products and services, or the way we've managed a complaint.

While we try to resolve all complaints in a timely manner, we recognise that some take precedence over others. We refer to these as "urgent complaints" and they include the following:

- (a) customers who fall under our financial hardship policy where the issue relating to the complaint might contribute to that customer's financial hardship;
- (b) the disconnection or imminent disconnection of a customer's Telstra service where we haven't followed the right process in disconnecting their service; and
- (c) the service of one of our Priority Assist customers.

## WHO CAN MAKE A COMPLAINT?

Anyone has the right to make a complaint, and we ensure that all complaints are dealt with efficiently, objectively and fairly.

We'll also provide help to anyone who needs it to formulate, lodge and progress a complaint with us.

### **We're committed to acknowledging complaints**

We're committed to acknowledging your complaint in a prompt manner.

This means that when you make a complaint over the phone or in-store we'll immediately give you:

- (a) a unique reference number so you can identify and track your complaint;
- (b) an estimated timeframe for when we'll resolve your complaint; and
- (c) details on how you can get information about our complaint handling process.

Where a complaint is made by email, through one of our websites, by post, fax, or recorded message, we'll make sure we get this information to you within one working day of receiving your complaint.

## HOW YOU CAN MONITOR YOUR COMPLAINT

While your complaint is being investigated, we'll provide you with progress updates so you know what's happening. You can also contact us to check the progress of your complaint.

## THE STEPS WE TAKE TO RESOLVE COMPLAINTS

We'll try to resolve your complaint at the time it's raised. However, if we need to investigate it further, we'll aim to resolve it, or tell you what we're doing to resolve it, within five working days.

The time we spend investigating a complaint is determined by its seriousness and complexity, but we're committed to resolving all complaints within 15 working days of receiving them.

Once we resolve the matter with you, we'll aim to finish all steps to deliver that resolution within 10 working days. We'll only implement the resolution once it's been accepted by you.

The only cases where this may differ, is when you agree to a different timeframe for resolution, or we need you to do something in order to resolve the complaint.

Sometimes we might not be able to resolve a complaint within the timeframes set out above. If that's the case, we'll contact you and explain the reason for the delay and give you a new timeframe for resolution.

When it comes to urgent complaints, we aim to resolve them within two working days of being received.

## WHAT HAPPENS IF YOU'RE NOT HAPPY WITH THE OUTCOME?

If you're not happy with how your complaint has been resolved, you have a number of options.

We can escalate the complaint and review the resolution you were offered. This may involve an escalation to the next level of management, or the appointment of a case manager in one of our specialised teams.

There are also some external dispute resolution options available to you. This includes making a complaint to the Telecommunications Industry Ombudsman (TIO).

For broader telecommunications issues that may be outside the jurisdiction of the TIO, you can also contact the Australian Communication & Media Authority (ACMA) or, for trade practices issues, the Australian Consumers Competition Commission (ACCC).

### **How to make a complaint or check the progress of a complaint**

If you need to make a complaint, or would like to check the progress of a complaint, please contact us by one of the following methods:

**Phone:** please call the appropriate number and say "complaint"

Personal services:	13 2200
Business services:	13 2000
Calls from outside Australia:	+61 2 9396 1193
TTY calls:	1800 808 981

**Email:** please complete our [online complaints form](#)

**Mail:** Telstra, Locked Bag 20026, Melbourne VIC 3001

**Fax:** please fax your complaint to 1800 753 949

**Store:** You can also make a complaint at any of our stores. You can find our stores by using our store locator <http://store-locator.tstores.com.au/>

### **Disability services**

If you have a disability and need help making a complaint or understanding our complaint handling process, you can also contact us using one of the following options.

**Live Chat:** You can initiate a conversation online with us using our Live Chat feature <http://www.telstra.com.au/abouttelstra/commitments/disability-services/contact-us/index.htm>

**Relay Service:** You can contact us through the National Relay Service on 13 3677 or by using the Internet Relay Service <http://www.relayservice.com.au/>

### **Translating and interpreting services**

If you would prefer to speak to a Telstra Customer Service Representative in a language other than English you can call our Multicultural Service Centre on one of the following numbers.

- 1800 726 001** for Arabic
- 1800 677 008** for Cantonese
- 1800 189 129** for Greek
- 1800 429 432** for Indonesian
- 1800 649 013** for Italian
- 1800 773 421** for Korean
- 1800 678 876** for Mandarin
- 1800 726 002** for Spanish
- 1800 644 500** for Vietnamese

The Department of Immigration and Multicultural Affairs also provides a Translating and Interpreting Service (TIS) for non-English speakers. If another language is required you can call TIS on 13 1450 and request to be connected to Telstra on 1800 199 458.