



# 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.

## What is a Complaint?

A complaint is any expression of dissatisfaction or grievance made to us about any of our products and services, or the way we've managed a complaint. If you or your representative contact us and are not happy about our products or service, we will ask if you want to have your concern managed as a complaint.

## Types of Complaints

While we try to resolve all complaints in a timely manner, we recognise that some take precedence over others. Complaints are classified into different categories, and we handle some complaints as urgent, which means they will be resolved within two working days. In the event that an urgent complaint cannot be resolved within two working days, Telstra will advise a new timeframe.

Urgent Complaints include:

- 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.

We will also identify, record and analyse customer complaints to determine complaint causes. To facilitate this process, we will classify complaints in a manner that will enable reporting and analysis of complaint data.

## 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 will not charge you to make a complaint.

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 and resolving them as soon as possible.**

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

- a) A unique reference number so you can identify and follow up on 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.



We will also inform you about Telstra's internal prioritisation process, and internal escalation options. In addition, we will inform you of any external dispute resolution options available to you.

Where a complaint is made by email, through one of our websites, by post, fax, or recorded message, we will ensure 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 ten working days.

The time we spend investigating a complaint is determined by its seriousness and complexity, and we're committed to resolving complaints as soon as possible. Our investigation process begins as soon as we become aware of your complaint.

We will contact you or your representative regarding your complaint. We will make multiple attempts on consecutive days to contact you. Once we make contact, we will propose a resolution to your complaint.

If we cannot contact you or your representative, we will write (or e-mail) you stating we were not able to contact you, provide details of those attempts and invite you to contact us to discuss the complaint within a specific timeframe no less than ten working days from the date of the correspondence. If no response is received from you or your representative after ten working days of the date of the correspondence the complaint will be closed.

If you contact us within six months after closure of the complaint (where we have been unable to contact you), we will reopen the complaint and continue our investigation.

Should you wish to accept our resolution, we will aim to complete all steps to implement that resolution within 10 working days. We will only implement the resolution once it has 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.

We will close your complaint or implement a solution when you have agreed to that solution.

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.

We will provide written confirmation of the resolution of a complaint within five working days if you ask us.



## 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.

You can ask for us to 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.

If you are dissatisfied with the progress or outcome of your complaint, we will advise you of Telstra's internal escalation process within five working days, or two days for urgent complaints, after receiving your advice.

There are also some external dispute resolutions available to you. This includes making a complaint to the Telecommunications Industry Ombudsman (TIO). <https://www.tio.com.au/> We will not cancel your service for the sole reason that you were unable to resolve the complaint directly with us and pursued options for external dispute resolution.

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)

## Frivolous or vexatious complaints

Telstra will not dismiss complaints as frivolous or vexatious without exhausting all possible options to resolve and escalating in accordance with our processes. Telstra will inform you of the decision not to investigate and your external dispute resolution options within five working days of making such a decision and advise you of the reasons for our decision and options for external dispute resolution, including the TIO.

## 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"

<b>Personal Services</b>	<b>13 2200</b>
<b>Business Services</b>	<b>13 2000</b>
<b>Calls from Outside Australia</b>	<b>+61 2 9396 1193</b>
<b>TTY Calls:</b>	<b>1800 808 981</b>

**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 [www.telstra.com.au/store-locator/](http://www.telstra.com.au/store-locator/)

### **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 Live Chat:  
<https://www.telstra.com.au/chatnow/landing>

**Online:** [www.telstra.com.au/abouttelstra/commitments/disability-services/contact-us/](http://www.telstra.com.au/abouttelstra/commitments/disability-services/contact-us/)

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

### **Translating and interpreting services**

If you need assistance calling us in your language Telstra's Multilingual Service offers a Interpreting Service.

You can phone us in your language during Business Hours

- Telstra's Multilingual Service 1800 241 600

Outside of Business Hours? Call 131 450