



Complaints Policy

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1. Introduction

Byron Bay Telecom provides excellent customer service and is committed to maintaining a healthy customer relationship. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

2. Summary

We want to resolve your complaints as soon as possible. Please call us on 1300 502 994 or email accounts@byronbaytelecom.com.au and we'll do our best to fix any problems you may be having with our service as soon as possible.

3. Our Responsibilities

- To provide an efficient and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.

4. Handling Your Complaint

- Upon receiving a complaint, we will acknowledge within 4 business days.
- We will prioritise urgent complaints, i.e. resolution within 2 working days.
- 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, i.e. less than 14 days; complex complaints may take longer to resolve.
- We will advise you of the outcome of your complaint in writing.



4.1 Step One

If you have a complaint regarding any aspect of your account or dealings with Byron Bay Telecom, please email us at accounts@byronbaytelecom.com.au in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us.

4.2 Step Two

Complaints made to Byron Bay Telecom are overseen by our customer service management. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 14 business days, or longer for more-complex cases (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 Customer Service Management to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

4.3 Step Three

When your complaint is resolved, we will confirm this 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 the following outside bodies:

5. Other Channels

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies:

5.1 Telecommunications Industry Ombudsman (TIO)

The TIO is an alternative dispute resolution scheme for residential and small business consumers. The TIO can assist you if you have been unable to resolve your complaint and seeks the co-operation of both parties through an alternative dispute resolution process.

5.1.1 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, and Internet access difficulties.

5.1.2 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 resolved at this stage. However, if you are unhappy with the resolution of the problem, you can make a complaint to the TIO.

5.1.3 How much does it cost?

The TIO service is free.

5.1.4 How do I contact the TIO?

To lodge a complaint with the TIO you can visit <http://www.tio.com.au/> or call 1800 062 058.

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 <http://www.oaic.gov.au/>

5.3 Other Channels

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

- The Queensland Office of Fair Trading
 - 13 QGOV (13 74 68)
 - <https://www.qld.gov.au/contact-us>
- The Australian Competition and Consumer Commission
 - <https://www.accc.gov.au/contact-us>
- You may also obtain legal advice from your solicitor as an alternative avenue for resolution.