



# Complaint Handling Process



# Telstra's Complaint Handling Process

We are committed to acknowledging and resolving complaints as soon as possible.

## 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. We don't automatically treat the first time you contact us to request information, support or report a fault or service difficulty as a complaint, however we will if you ask us to. If we're unsure if you want to make a complaint, we'll ask you. 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. If an urgent complaint cannot be resolved within two working days, we will advise of a new timeframe.

### Urgent Complaints include:

- a) Customers who fall under our Payment Assistance 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 have not followed the right process in disconnecting their service; and
- c) The fixed voice service of one of our Priority Assist customers.

## Who can make a complaint?

Anyone has the right to make a complaint including representatives of consumers, and we ensure that all complaints are dealt with efficiently, objectively, and fairly. We will not charge you to make a complaint.

We will also provide assistance to consumers with accessibility requirements or disabilities to make and progress a complaint.



## When making a complaint

We are committed to acknowledging and resolving a complaint as soon as possible. When you make a complaint over the phone, or in-store we will immediately give you:

- a) A unique reference number so you can identify and follow up on your complaint.
- b) An estimated timeframe for when we will resolve your complaint.
- c) Details on how you can get information about our complaint handling process.
- d) Instructions about how to monitor your complaint.

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, or via the My Telstra App, we will get this information to you within two working days of receiving your complaint.

## How you can monitor your complaint

While your complaint is being investigated, we will provide you with progress updates, so you know what is happening. You can also contact us to check the progress of your complaint using the unique complaint reference number that we provide you when your complaint is acknowledged.

## The steps we take to resolve complaints

We will try to resolve your complaint at the time it is raised. However, if we need to investigate it further, we will aim to resolve it, or tell you what we are doing to resolve it, within ten working days.

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

The time we spend investigating a complaint is determined by its seriousness and complexity, and we are 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 to you stating we were not able to contact you, provide details of those attempts and invite you to contact us within 14 business days, where we will reopen the complaint and continue our investigation.

If you contact us more than 14 business days after closure of the complaint (where we have been unable to contact you), we will create a new complaint case and commence investigation, although information from your original complaint will be linked to the new complaint.



Should you wish to accept our resolution, we will aim to complete all steps to implement that resolution within 10 working days or two working days for urgent complaints. 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 to resolve the complaint.

We will close your complaint or implement a resolution when you have agreed to it .

Sometimes, we might not be able to resolve a complaint within the timeframes set out above. If that is the case, we will contact you, explain the reason for the delay, and give you a new timeframe for resolution and avenues for external dispute resolution, if the expected delay will be longer than 10 working days.

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

## **What happens if you are not happy with the outcome?**

If you are not happy with the outcome of your complaint, you have several 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. We will escalate your complaint if you ask to speak with a manager, if we are not sure how to resolve the complaint or if we become aware that you aren't satisfied with the outcome of your complaint.

If you are dissatisfied with the progress or outcome of your complaint or enquire about your options to pursue a complaint further; we will advise you of Telstra's internal escalation process and external dispute resolution options available to you within five working days.

If you request that your complaint, be managed as a priority or be escalated, we will assess the request under the urgent criteria and prioritise or escalate where appropriate, within five working days.

There are also some external dispute resolutions available to you. This includes making a complaint to the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058 or online via their website [www.tio.com.au](http://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 pursue options for external dispute resolution.

## **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 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

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:

Method	How to contact us
Phone	Please call the appropriate number and say “complaint” – available 24/7
	Personal Services: 13 22 00
	Business Services: 13 22 00
	Calls from Outside Australia: +61 439 12 5109
Online	<a href="#">Online complaints form</a> or go to <a href="https://www.telstra.com.au/contact-us/feedback-complaints/make-a-complaint">https://www.telstra.com.au/contact-us/feedback-complaints/make-a-complaint</a>
Email	<a href="mailto:telstracomplaints@team.telstra.com">telstracomplaints@team.telstra.com</a> – available during business hours (9am to 5pm AEST)- Monday - Friday
Mail	Telstra, Locked Bag 20026, Melbourne VIC 3001
Store	You can also make a complaint at any of our stores. You can find our stores, and their opening hours, by using our store locator <a href="http://www.telstra.com.au/find-us">www.telstra.com.au/find-us</a>
Message Us	Via the My Telstra app or go to <a href="http://www.telstra.com.au/mytelstra">www.telstra.com.au/mytelstra</a> – available between 8am AEST (Australian Eastern Standard Time) and 9pm AEST Monday – Friday, Saturday, and Sunday 9am to 6pm
<b>First Nations Services</b>	
Phone	Contact our First Nations Connect Team on - 1800 444 403 Monday to Friday 9am – 5pm (around Australia)
Email	<a href="mailto:firstnationsconnectcomplaints@team.telstra.com">firstnationsconnectcomplaints@team.telstra.com</a>
<b>Disability Services</b>	
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 below	
Online	<a href="http://www.telstra.com.au/aboutus/community-environment/community-programs/disability/disability-products-services">www.telstra.com.au/aboutus/community-environment/community-programs/disability/disability-products-services</a>
Relay Service	You can contact us through the National Relay Service Monday to Friday 9am – 5pm (around Australia) on 13 36 77 or by using the Internet Relay Service <a href="http://www.relayservice.com.au">www.relayservice.com.au</a>
<b>Translating and interpreting services</b>	



If you need assistance calling us in your language, Telstra's Multilingual Service offers an Interpreting Service.	
Phone	<ul style="list-style-type: none"><li>• Telstra's Multilingual Service (during business hours – 8am – 6pm AEST) 1800 241 600</li><li>• Outside of Business Hours, call 131 450.</li></ul>