



Complaint Handling Procedures

In compliance with the Telecommunications Consumer Protections Code (TCP)
(C628:2007)

Record of Revisions

In compliance with the Telecommunications Consumer Protections Code (TCP) (C628:2007)

Revision No	Issue Date	Nature of Amendment
1	17 Feb 2001	First issue of standard version
2	18 June 2001	The words "Administration Team Leader" substituted for Accounts manager. Minor grammatical errors altered
3	2 May 2003	Call Centre Manager updated to Service Centre Manager. Time for making a complaint altered to 60 days. Minor grammatical changes. Version altered from draft to final
4	13 July 2006	Customer Service Manager updated to Customer Contact Centre Manager. Minor grammatical changes.
5	7 October 2008	Updated with changed team names, reference to external points of escalation, reference to Telecommunications Consumer Protections Code, and minor grammatical changes.
6	30 January 2009	Updated with TIO contact details
7	16 December 2009	Making and Lodging a Complaint updated to include lodgement via telephone; Escalation Processes updated to reflect revised internal escalation procedure, Complaint forms removed, language adjusted

Please Note: Netspace reserves its position and its right to amend and/or replace this document in whole or in part.

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Obtaining a Copy of these Procedures

Netspace's Complaint Handling Procedure, in compliance with the Telecommunications Consumer Protections Code (TCP) (C628:2007), is available upon request by following the methods outlined in "**Making and Lodging a Complaint**".

Making and Lodging a Complaint

Customers have the right to express any Complaints or grievances they may have with Netspace Online Systems. Initial Complaints can be made by calling us on the following number:

Telephone

131 456

Alternatively, Complaints can be made in writing and lodged by post, fax, email or in person to the following address:

Netspace Online Systems
ATT: Customer Care – Complaints
1st Floor 683 Burke Road
Camberwell
VIC 3124

Fax: 03 9811 0099
1300 303 094

For lodging a Complaint in person, office hours are 9.00am-5.30pm (Australian Eastern Time) Monday-Friday (except public holidays).

To email a Complaint to the Customer Care Department, please send to customercare@netspace.net.au

A registered authorised representative may make a Complaint on behalf of a customer.

All other methods of lodging a Complaint may be lodged at any time.

Escalation Processes for Complaint

At Netspace we take Complaints very seriously. In the event we get it wrong we will rectify the matter as quickly as possible.

We aim to resolve your Complaints promptly and fairly with your first contact. We ensure that we have trained, professional staff who are empowered to deal with your enquiry.

If you are not satisfied with the outcome of your first contact, Netspace has an internal escalation process to assist you in resolving your Complaint. This process is designed to make it as simple as possible for you to resolve your issue and the best results are achieved by following these easy steps below.

In all levels of escalation the Netspace representative will commit to keeping you updated on the progress of your matter.

Step 1

If you have a Complaint or issue you would like to discuss with Netspace, your first contact will be with one of our skilled Level 1 Consultants. These Consultants have access to a variety of internal tools and are empowered to resolve simple disputes and complaints.

Step 2

If you are not satisfied with the solution presented by a Level 1 Consultant, you can ask to have your Complaint escalated to a Level 2 consultant. Level 2 Consultants are more experienced staff members and subject matter experts who are equipped to handle more complex issues and complaints. Level 2 Consultants are empowered to offer alternative solutions.

Team Leader

If you are not satisfied with the resolution offered by a Level 2 Consultant you can request to have your Complaint escalated to a Team Leader who will take ownership of the matter and continue to work with you until resolution. A Level 2 Consultant and Team Leader may enlist the assistance and advice of other relevant teams, including our specialised Customer Care team, who will assist in reviewing the dispute and offer alternative solutions to achieve a satisfactory outcome.

Contact Centre Management

If your Complaint is unable to be resolved by any of the previous steps you can request to have your case escalated further. At this stage, your Complaint may be handled by either the Contact Centre Manager or the Operations Manager, who will liaise with the Customer Care Team in order to ensure a fair and reasonable approach has been taken. If you remain unsatisfied, Contact Centre Management may escalate your issue internally to our Senior Management Team.

In the unlikely event that your Complaint cannot be resolved internally you can escalate your Complaint to the Telecommunications Industry Ombudsman (TIO). The TIO is an office of last resort that deals with Complaints that consumers have been unable to resolve with the Telephone or Internet Company. Both Netspace and the TIO request that you make all reasonable attempts to resolve your Complaint with us using our Complaints Procedure before contacting the TIO.

<http://www.tio.com.au/>

Free call: 1800 062 058.

Information Sought when Making a Complaint

When lodging a written complaint we ask that you provide the following information, to assist us to respond to you as quickly as possible:

- Your/the account holders full name and address;
- Account username (which forms part of the email address eg. username@netspace.net.au);
- Daytime telephone number;
- Details of the Complaint including dates, times and any staff member spoken to (if relevant);
- Copies of any relevant correspondence with Netspace regarding the Complaint;
- Signature of account holder;

If required, Netspace will assist you where possible and reasonable in lodging a Complaint.

Responsiveness by Netspace

Written complaints will be acknowledged within 5 business days of being received by the Customer Care Team. This acknowledgment may be verbal or in writing and a Complaint/Case Number ID will be issued to you.

We will notify you of the time frame required to resolve the Complaint and will undertake to resolve all Complaints within 30 calendar days unless:

- Due to the complexity or circumstances of the Complaint, resolution within 30 days is not possible;
- If you have not supplied all of the information requested by us to aid the investigation

Netspace will provide you with regular updates as to the Complaint progress, should any delays occur.

Making an Enquiry on a Complaints Progress

You may enquire on the progress of a Complaint at any time by writing or by calling Customer Service on the below number.

Telephone

131 456

To assist us when making an enquiry, please have the complaint/case ID or ticket number supplied (if relevant), the date the Complaint was made, your full name, address, and username.

We will respond to enquiries either verbally or in writing within a reasonable period of making the enquiry.

Outcome of a Complaint

We will advise you either verbally or in writing of the outcome of your Complaint by fax, phone, email or post unless you specifically requested to be informed in writing. In this case, we will communicate the outcome of the Complaint by fax, email or post.

Cost Associated with Making a Complaint

Netspace is not responsible for any charges incurred by you in making, lodging or enquiring about a Complaint.

We reserve the right to charge appropriate fees for making a Complaint where the investigation/handling process is sufficiently onerous to justify the levying of a Complaint handling charge.

Should the Complaint be found in your favour, we will refund the Complaint handling fees levied for the Complaint.

We will inform you in writing of any Complaint handling charges we may impose and you may elect not to pursue your Complaint at this time and thereby not pay the Complaint handling charge.

Refusal to make an Investigation of a Complaint

We may refuse to investigate a Complaint:

- When Netspace deems the Complaint to be frivolous;
- When Netspace deems the Complaint to be vexatious.

In these circumstances we will, where appropriate, use internal processes to escalate the Complaint and inform you of the reasons for the decision not to investigate and/or inform you of the availability of external options for Complaint handling (in writing).

Record Keeping of Complaints

Netspace keeps a record of all written Complaints made on customer's accounts and if a written copy is submitted, this is held in the Customer Care Archives.

Disputed Amounts – a specific example

Netspace will not demand payment of genuinely disputed amounts while a Complaint is being investigated, however, should a dispute not be genuine, Netspace will continue debt-collection procedures and this does not preclude the possibility of late fees.