



Redfox Customer Dispute Policy

1. INTRODUCTION

This is a summary of our complaint handling process for customers and former customers who are covered by the *Telecommunications Consumer Protections Code (TCP Code)*. It outlines how we handle complaints, and is intended for our past, current and prospective customers, our own staff and other interested parties.

2. OUR COMPLAINTS GOAL

Our goal is to provide our customers with excellent customer service. We aim to handle any complaints which do arise promptly, openly and fairly and to also communicate in everyday language. To support that goal, our complaints process is approved by our Finance and Administration Manager (or equivalent), who is responsible for ensuring its implementation, operation and compliance in accordance with Chapter 8 of the TCP Code.

3. CONTACT DETAILS

Our contact details for your reference are:

Phone	07 4951 7777
Fax	07 4951 7799
Address	31 Milton Street, Mackay, QLD, 4740
Email	internet@redfoxcorp.com.au
Website	www.redfoxcorp.com.au

4. RESOLUTIONS

- A complaint is resolved when it is concluded in accordance with the TCP Code, regardless of whether or not it is in your favour.
- When we propose a resolution to you, we are suggesting how to solve your complaint.
- We aren't required to action that proposed resolution unless and until you accept it. If you do accept our proposed resolution, we will action the agreed resolution within ten working days.
- Once your complaint is resolved, we must advise you accordingly.

5. ACCESSING OUR COMPLAINTS PROCESS

5.1 Making a Complaint

You can make a complaint via email, telephone, fax, online or in person at our office. Our contact details can be found at item 3.

5.2 If you need Assistance

We will help you to formulate, lodge and progress a complaint if you need assistance such as in the following instances:

- You are experiencing hardship;
- You live with a disability;
- English is not your first language.

To assist with these circumstances, we offer our customers the following options:

- Complaints can be submitted via email or online if it is more easily presented in written format; or
- Contact us through your Authorised Representative or Advocate; or
- Contact us via the National Relay Service on 133 677
- Contact us via the Translating and Interpreting Service on 131 450.

5.3 Authorised Representative or Advocate

An Authorised Representative is a person you have appointed and delegated to deal with us on your behalf and who has authority on your account.

An Advocate is a person you have appointed to deal with us on your behalf but without any authority on your account.

You must advise us in writing of your Authorised Representative or Advocate.

6. RESPONSE TIMES

While we will strive to solve your complaint as soon as practicable, we are committed to certain maximum response times as defined below:

6.1 Acknowledgement

- When you make a complaint in person, or by telephone we will acknowledge it immediately.
- If you make a complaint by email, our website, our message recording system, or by paper post we will acknowledge within two days of receipt.
- When we acknowledge your complaint, we will give you:
 - A unique Case Reference that you can use to identify the complaint in later contacts with us;
 - An indicative timeframe to resolve the complaint; and
 - Information on how to obtain this Complaint Handling Process Summary

6.2 First Contact Resolution

Wherever possible, we will strive to resolve your complaint on first contact.

Should this not be possible we will resolve your complaint within 15 working days from the date which the complaint was received or within 2 working days for an urgent complaint.

6.3 Proposing a resolution

If we do not believe we can resolve your complaint within 15 working days, or two working days for an urgent complaint, we will advise you within those periods:

- why there is a delay;
- the timeframe that will apply;
- if we expect resolution to require more than 9 more working days, of your options for external dispute resolution (except if the delay is because of a declared mass service disruption).

7. DEALING WITH YOU AND YOUR COMPLAINT

7.1 Standards

- Your complaint must be resolved objectively, efficiently and fairly and our staff must treat you courteously.
- Clauses 8.2 to 8.5 of the TCP Code contain minimum performance standards of complaint management, complaint analysis, resourcing and record keeping, and we will comply with those standards.

7.2 Internal Investigations

- We may resolve a complaint on goodwill or commercial grounds, without a detailed investigation.
- Otherwise, we will investigate your complaint in a way that is proportionate to its seriousness.



7.3 Internal Prioritisation

The process for prioritising complaints is as follows:

- a. Urgent complaints have highest priority;
- b. Complaints involving services to customers with significant health problems, who have care of young children, who are in remote locations or are aged are prioritised next.
- c. Complaints that are approaching or have exceeded maximum response times are prioritised next.

We can often only know about these factors if you tell us. You can alert us of these factors through any of the contact methods in item 3.

7.4 Internal Escalation

We have an internal escalation process, and your complaint will be escalated and managed accordingly.

Internal escalation may not accelerate resolution if the complaint is not urgent and its processing already meets the applicable standards and is within the permitted maximum response times.

A complaint will be automatically escalated if:

- A maximum response time has been exceeded;
- It becomes urgent (see paragraph 8);
- You notify us of another factor that increases the seriousness of your complaint or the need for expedited resolution

You can request escalation through any of the contact channels through which you can lodge a complaint

7.5 Appropriate Resolution

We will resolve your complaint appropriately and:

- a. We ensure that our Customer Care staff are trained to understand the potential remedies available to resolve complaints;
- b. Any remedy we offer will be tailored to the root cause of the complaint, and to your circumstances;
- c. Our Customer Care staff and management will monitor complaints to assess if they indicate wider issues, and, if so, address the root cause;
- d. We will resolve billing errors in current bills

7.6 Advising You of Resolution

As soon as practicable after we finish investigating your complaint, we will advise you of the resolution.

7.7 Credit Management Action Suspended

We will not take credit management action over a disputed amount if you have made a complaint and we know:

- a. It has not been resolved to your satisfaction; and
- b. It is being investigated by us or the TIO or another recognised third party.

7.8 Legal Action Delayed

We will not start legal proceedings over a matter that has been subject to a complaint:

- a. While we are handling the complaint internally; or
- b. Within seven working days after we advise you of the outcome of the complaint.

8. URGENT COMPLAINTS

8.1 Categorising Urgent Complaints

A complaint you make is treated as urgent if:

- You have applied for or have been accepted as being in financial hardship under our Financial Hardship Policy and the subject matter of your complaint can reasonably be presumed to directly contribute or aggravate your financial hardship; or

- Disconnection of a service is imminent or has occurred and where due process has not been followed;

Our Customer Care staff are trained to watch for these factors and must flag a complaint as urgent if any of them are seen to apply. After that, the complaint will be managed under paragraph 8.2.

8.2 How Urgent Complaints are Treated Differently

Within two working days of acknowledging your urgent complaint, we will either propose a resolution or advise you why there will be a delay and how long it is likely to be. If you accept a resolution that we propose, we will action the urgent aspects of it within those two working days if possible.

9. MONITORING THE PROGRESS OF YOUR COMPLAINT

You can monitor the progress of your complaint by calling Customer Care and quoting your Case Reference.

10. CLOSING YOUR COMPLAINT

We will only close a complaint if you agree, or if the TCP Code allows us to otherwise.

In instances where you have made a complaint with us; and it has not been resolved; and you pursue external dispute resolution we must not cancel your service for those reasons alone.

11. CONSUMER FOCUS

We strive to keep our Complaints process easy to use and focused on you. We encourage customer feedback which can be provided via the following channels:

- With the Customer Care staff who assist you;
- Or with their Supervisor – simply ask the staff member to put you through.
- Any contact numbers and addresses listed at Item 3.

12. CHARGES FOR USING OUR COMPLAINTS PROCESS

Our complaints process is free.

There may be a costs recovery charge for providing information that we collected about you more than two years earlier. Before we charge this fee, we will tell you about it and give you the option of continuing the complaint with charge or discontinuing the complaint at your request. We will also advise you of options for external resolution of your complaint.

13. EXTERNAL DISPUTE RESOLUTION

13.1 Options

The following external dispute resolution bodies may be able to assist with your complaint, but may require that you first attempt to resolve it directly with us:

The Telecommunications Industry Ombudsman (TIO)
www.tio.com.au

The Office of Fair Trading in your state.
QLD Details are below:
www.qld.gov.au/law/fair-trading
13 74 68

Australia Consumer Law matters, the Australian Consumer and Competition Commission (ACCC)
www.accc.gov.au;

for Telecommunications Consumer Protections Code matters, the Australian Communications & Media Authority (ACMA)
www.acma.gov.au;

for Privacy Issues, the Office of the Australian Information Commissioner (OAIC)
www.oaic.gov.au