

COMPLAINTS POLICY

RUBY TELECOM

Our commitment

At Ruby Telecom we strive to deliver high quality service and the best possible products for our customer's needs. We understand there are situations when you may feel dissatisfied with the services or products we provide and you may wish to make a complaint. We use all feedback, including complaints, to evaluate and improve the services and products we offer. This policy sets out how you can make a complaint to Ruby Telecom and have your concerns addressed.

Policy review

We will review this policy regularly. Ruby Telecom staff are guided by these principles when they handle and resolve complaints.

Access and assistance

Our complaints handling process is accessible to all our customers, through our website, or through the staff you deal with.

Fair and reasonable treatment

We will deal with your complaint fairly, and in a timely manner, and consider all the circumstances of the complaint and any special needs you may have. Anyone making a complaint will be treated with courtesy, consideration and respect. Ruby Telecom staff will maintain impartial, confidential and transparent when managing complaints, and will handle all records in accordance with the Privacy Act 1988.

Responsiveness

We recognise that some of our customers may have particular needs or require extra assistance in expressing a grievance or making a complaint. We will be flexible when dealing with complaints and use complaint handling methods that help us resolve issues as quickly as possible.

Efficiency

We are committed to resolving complaints within 15 business days of receipt whenever possible. If a complaint may take longer than this to resolve, for example if it is a very sensitive or complex matter, we will let you know. We will keep you informed of the progress of your complaint, as we work to resolve it.

How to make a complaint

We aim to make it easy for you to contact us and provide us feedback or make a complaint. We encourage you to email or call us and we will acknowledge your complaint immediately when you speak to one of our staff. To avoid any misunderstandings, you should make it clear at the beginning of your email or call that you wish to make a complaint. We will acknowledge all complaints other than those made directly with staff, by email or over the phone within five business days.

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Complaints handling process

Ruby Telecom treats every complaint seriously and we endeavour to resolve your issue straight away. If this cannot be achieved, we will offer to escalate the matter to find a resolution in the shortest timeframe possible. If your complaint cannot be resolved by your first point of contact, it will be escalated immediately. If we are unable to resolve your concern immediately, we will address your complaint within 15 days. As we work to resolve your complaint, we may contact you if we require more information. If your complaint deals with something which does not relate to the services or products we provide, for example relates to the service provided by a network provider, we will explain this to you and try to help you identify a course of action in order to address your issue.

- **Resolving the matter at local level**

Complaints at this level may involve simple misunderstandings or provide an opportunity for a grievance to be heard, and should initially be dealt with by the staff member(s) involved.

- **Referral to compliance**

If we can't resolve your complaint at the initial point of contact, the matter will be referred to a Compliance Officer. The role of the Compliance Officer is to:

- provide assistance to staff and customers in the complaints handling process;
- maintain a register of complaint/s received;
- maintain and review the complaint/s handling framework;
- advise management of the receipt and outcome of formal complaint/s;

External investigation of your complaint

Ruby Telecom cares about our customers and we will always strive to provide an honest, clear, fair and efficient complaint handling process. However, if you would like an external body to review your complaint, you can approach the following external dispute resolution bodies after you have first attempted to resolve your complaint with Ruby Telecom:

- the Telecommunications Industry Ombudsman (TIO); or
- the Australian Communications & Media Authority (ACMA) for broader telecommunications issues that may be outside the jurisdiction of the TIO; or
- the Office of Fair Trading in your State or Territory; or
- the Australian Consumer and Competition Commission (ACCC) for Australian Consumer Law matters.