

## Complaints Policy

### Overview

At Express Telecommunications, we strive to provide you with the best possible products and services for your needs. We understand there are situations when you may feel that you are dissatisfied with the service that we provide and you may wish to make a complaint. We commit to dealing with your complaint fairly, courteously and in a timely manner, considering all the circumstances of the complaint and any special needs you may have. Our processes are aligned to meet the requirements of the Telecommunications Consumer Protection Code.

Your feedback, even in the form of a complaint, is valuable to us, especially when we don't meet the expectations we set for ourselves on service or deliver you the service you expect. We want to make sure your concerns are resolved as effectively as possible. Our staff are trained to help you resolve an issue, or forward the matter on to someone who can.

### How to make a Complaint

If you have a complaint or a dispute you have several options available to communication with us. You can contact your local Express Telecommunications Franchisee, call our complaint resolution area on 1300 397 737, email us at [info@expressbusinessgroup.com.au](mailto:info@expressbusinessgroup.com.au) or post a letter to: Express Telecommunications, 4/5 HENRY STREET, LOGANHOLME QLD 4129. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you need assistance with your complaint you may discuss it with us directly or via your advocate, an interpreter or through an authorised representative.

### Timeframes

We aim to make it easy for you to contact us, provide feedback or make a complaint. We wish to resolve your issue as quickly as possible. If you call us we will acknowledge your complaint immediately, or within two days if you email, send a letter or leave a message. To avoid any miss-understanding please make it clear in your letter or at the beginning of your call that you wish to make a complaint.

### Complaints handling process

When you contact us with a complaint, even if we resolve the matter straight away, you will receive a Complaint Reference ID at that time. Retain this Reference ID in case you need to contact us again so we can access a detailed record of your complaint and be ready to assist you further. Express Telecommunications 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 Local Franchisee or first point of contact, it will be escalated to the Regional Manager, then the State Manager, then the National manager and, if a resolution is still not reached, it will then be referred to our internal Resolutions team as necessary.

### Complaint Resolution

If the problem has been resolved, we will inform you of the outcome. If we are unable to resolve your concern immediately, we will address your complaint within 15 days, or 2 days for urgent complaints. Matters such as Financial Hardship, or where disconnection of the service is imminent, or has occurred without due process will be deemed to be urgent and will be dealt within 2 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 products and services we provide, we will explain this to you and try to help you identify a course of action in order to address your issue.

Complaints will be closed with your consent as the customer, which means you have to feel satisfied that the matter has been reasonably resolved before we can close it. If you would like written confirmation of the resolution to the complaint, you may request it be sent to you once the complaint is closed.

## Telecommunications Industry Ombudsman

If you're not satisfied with the outcome we provide, you can then contact the Telecommunications Industry Ombudsman on 1800 062 058 or you can go to their website <http://www.tio.com.au/making-a-complaint>

### Flow Chart

