



www.qured.com.au | 02 8325 0111

Complaint Handling Policy

Qured strives hard to ensure that all of its customers are serviced well and that they will not have cause to be dissatisfied, Qured absolutely acknowledge the right for our customers to make a complaint and for it to be resolved to your satisfaction, via an efficient and fair manner.

Qured complaint handling process has been created to by the following broad principles:

- (a) it is accessible, transparent and easily understood; and
- (b) it is free of charge, other than in limited circumstances; and
- (c) it provides for the courteous, timely and fair resolution of complaints.

How can I make a Complaint?

You can contact Qured via the following methods:

- **By Phone:** 02 8325 0111 (Monday to Friday 8am – 5pm AEST/AESDT, Saturday 9am – 2pm AEST/AESDT) Sunday: Closed (Admin only)

- **By Mail:**

Attention you mail to:

Qured C/O

Customer Relations

PO Box 393,

Wentworthville, NSW 2145

- **By Email:** info@qured.com.au

Qured does not charge you to call us on 02 8325 0111 from your Qured VoIP or fixed line service. You may incur Data costs, from you ITSP if you contact us via email.

In very rare circumstances, such as where Qured needs to access information which was collected more than 2 years prior to the date of request we may need to levy a charge to recover such information in order to cover our costs from any Third Party Providers that may be holding your information, In the unlikely event, we will notify you before proceeding.

Can Another Person Acting on your Behalf?

You may choose for someone else to deal with us on your behalf. This might be a family member, friend, your carer or your advocate. If so, you need to let our Customer Service Team know who that person is, so that we can add them to your account as an 'authorised representative'. Simply Contact the Customer Service Team using any of the details listed above.

Customers with Hearing or Speech Impairments If you are deaf or have a hearing or speech impairment and/or you use a text phone (TTY) or a computer with a modem, you can contact us by using the National Relay Service (NRS). You can use the NRS for no

additional charge. The NRS CAN be Contacted by using a modem or via TTY by dialling 133 677 and quoting Qured's telephone number being, 02 8325 0111

Will I be allocated a Complaint Reference Number?

If you make a complaint, you will be allocated a unique reference number. This will be provided:

- Immediately if you have made your complaint by telephone and had direct contact with our customer service staff; or
- Within two working days of receipt if you have made your complaint by:
 - Email
 - Via Qured's website
 - Post; or
 - Leaving a Voicemail, if we can clearly understand from whom the message was from

How will my Complaint be handled?

Qured's main objective is to wherever possible resolve your complaint at the first instance as this is in everybody's best interests.

If you're making a complaint that involves the disputation of fees or charges, you will need to specify the amount or the nature of the charges that you are disputing. We will not take any further Credit Management action in relation to a specified disputed amount whilst the complaint remains unresolved and or continues to be investigated by either Qured, the Telecommunications Industry Ombudsman (TIO) or another recognised external dispute body.

Credit Management action in this case refers to the process by which we manage credit risk and/or the collection of outstanding debts from current and former customers.

We will delay the commencement of any legal proceedings while your complaint is being handled internally and for 7 Working Days after you are advised of the outcome of the complaint.

Can I escalate my complaint to upper management?

Yes by all means you are welcome to do so; with some cases, either upon your request or upon the customer service staff member's discretion, the complaint may need to be referred to one of our senior managers. The senior managers are empowered to resolve most complaints on the spot, they may then need to call upon the authority or expertise of our staff in other departments or any other relevant third parties in order to get the full picture and any relevant information that will assist in getting your complaint resolved. In this instance a 'first-contact' resolution may not be possible, however you will receive a complaint reference and we will endeavour to resolve your complaint within our resolution timeframes.

What are our Resolution time frames?

If your complaint is not resolved on your first contact with us, we will advise you of our proposed resolution of your complaint as soon as possible following the completion of our investigation but in any event we will contact you by the following time frames:

- a) Within 16 Business Days from the date the complaint is received by us; or

b) If we do not believe the complaint can be resolved within 16 business Days then we will advise you before Working Day 16 of:

- What the reasons are for the delay;
- The specific timeframe for completion of the resolution;
- and
- If the anticipated delay is 10 Working Days or more (and is not due to a mass services disruption), we will advise you of your options for external dispute resolution including the options you have for contacting the TIO, Qured would always prefer to resolve your complaint with us first as we care for the happiness and wellbeing of all our customers, and as a last resort should we not be able to rectify your complaint or is not a direct result of our doings then we are more than happy for you to contact the TIO.

Qured will advise you of any delays at all times within our proposed timeframes.

For an update on your complaint you may contact us by any of the above methods we have made available to you on the initial complaint using your unique reference number we provided you. In order for the complaint to be resolved our proposed resolution must be accepted by you before we are *required* to implement the solution, however we can choose to implement a solution to your benefit without your prior approval.

After your acceptance of the proposed resolution or earlier if we choose, we will complete all the necessary actions to deliver the resolution offered within 10 Working Days of providing that resolution unless:

- a) both parties agree otherwise; or
- b) the actions are contingent on your actions that have not been completed;

Provided we have either:

- a) obtained your consent;
- b) responded to any dissatisfaction you have told us you are experiencing with the progress of your complaint or the outcome/ resolution of your complaint by providing information regarding our internal escalation process and the options for external dispute resolution including the TIO; or
- c) first attempted to make contact with you to discuss your complaint or advise of the progress of the proposed resolution and following this have written to you at your last known address, stating that we were unable to contact you, providing details of the contact attempts and an invitation to contact us within a specific timeframe of no less than 10 Working Days but we have not had a response from you;

Qured can close your complaint. Where a complaint is closed with your consent, you can request written confirmation of the resolution which will be sent to you within 5 Working Days.

How we handle Urgent Complaints

We understand that all customers would consider their complaint in some way 'urgent' and desire a speedy resolution in all cases. However, some complaints by definition are more urgent than others as they may involve the customer being in a vulnerable position until the complaint issue is resolved. For these complaints, there needs to be a process of escalation that is respected by us and in turn all of our customers. These involve complaints where:

- (a) the complaint is made by a customer who has applied for or has been accepted as being in Financial Hardship under our Financial Hardship policy and where the subject matter of the complaint can reasonably be presumed to directly contribute to or aggravate the Financial Hardship of that customer;
- (b) disconnection of a service is imminent or has occurred and where due process has not been followed; or

For urgent complaints, we will provide confirmation of the proposed resolution of the urgent aspects of the complaint and, if accepted by the complainant, implement the urgent aspects of the resolution within 2 Working Days after the date the complaint is received.

How we handle Frivolous or Vexatious Complaints

In very rare cases we sometimes may encounter complaints that are frivolous or vexatious or behaviour from complainants that is in our reasonable opinion, fraudulent, racist, threatening or abusive.

We will not conclude that a complaint is frivolous or vexatious unless we have given the matter careful consideration and it has been appropriately escalated within our internal channels. After this, if we can do nothing more to assist the complainant or, in view of the complainant's behaviour, we choose not to deal with the complainant any further, we will inform the complainant in writing of the reasons and tell them about the options for external dispute resolution including the TIO. We are not then required to accept any further complaints from that complainant on the same or similar issues other than in the course of an external dispute resolution process.

How to escalate the complaint

If, *after* the internal escalation and complaint handling process has concluded, and you are still not satisfied with the outcome or resolution of your complaint you are entitled to refer your complaint to the TIO.

The Telecommunications Industry Ombudsman is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia with unresolved complaints about their telephone or internet services.

To contact the TIO visit the website at www.tio.com.au