

Complaint Handling Policy



vocal  TM

100% Aussie Telco since 2003

At Vocal, we strive to provide you with the best possible products and service 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 will deal with your complaint fairly, be courteous and deal with your complaint in a timely manner considering all the circumstances of the complaint and any special needs you may have.

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 given extensive training so they are able to help you resolve an issue or forward the matter on to someone who can.

WHO CAN MAKE A COMPLAINT?

If you need assistance with your complaint you may discuss it with us with your advocate, an interpreter or through an authorised representative.

HOW TO MAKE A COMPLAINT

We aim to make it easy for you to contact us and provide us feedback or make a complaint. You can call us on **1300 796700** and we will acknowledge your complaint immediately when you speak to one of our staff, or within two days if you leave a message.

To avoid any misunderstanding you should make it clear at the beginning of your call that you wish to make a complaint.

Or you can send a complaint to us via email at **support@vocal.com.au**, or by post, our postal address is: Vocal Customer Support, **PO BOX 1020 Surry Hills NSW 2010**

We will acknowledge all complaints made other than directly with staff over the phone within two days.

HOW YOU CAN MONITOR YOUR COMPLAINT

When you contact us with a complaint, even if we resolve the matter straight away, you will receive a Complaint Reference Number at that time. Please retain this number 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.

COMPLAINTS HANDLING PROCESS

Vocal treats every complaint seriously and we endeavor 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. Initially this will be escalated to a supervisor or manager and, if a resolution is still not reached, it will then be referred to our Resolutions team. If the problem has been resolved, we will inform you of the outcome within 15 days or 2 days for urgent complaints.

If we are unable to resolve your concern immediately, we will address your complaint within 15 days. 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 with in 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 can only be closed with the consent of 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.

WHAT HAPPENS IF YOU'RE NOT HAPPY WITH THE OUTCOME?

Vocal believes that its internal appeal process will provide the most effective and quickest way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time after having gone all the way through the Vocal review process. This ensures we have been properly notified by you or your representative in the first instance and allowed enough time to resolve the matter prior to taking your complaint to the TIO. Failure to do so may result in us passing on any fees or charges levied upon us from the TIO if the complaint is determined to be frivolous or vexatious.

The intention of the scheme is that we try to settle the issue before it is taken to the TIO.

To lodge a complaint with the TIO you can call 1800 062 058 or write to:
TIO PO Box 276 Collins Street West MELBOURNE VIC 8007

CONTACT INFORMATION

If you require further information regarding Vocal's Complaint Handling Policy, you can contact Vocal™ Customer Service Centre on:

Telephone: **1300 796700**

Vocal Channels Pty Limited
PO Box 1020
Surry Hills NSW 2010

Questions about the Complaint Handling Policy Policy should be sent to us
at info@vocal.com.au



Retail Service Provider of



1300 796 700 | www.vocal.com.au

Vocal Channels Pty Limited
(ABN 44 131 307 858) PO Box 1020, Surry Hills NSW 2010

vocal

Hours: 9am - 6pm AEST Mon - Fri
support@vocal.com.au