

We hope it never comes to it, but if you do have a complaint, please see below our Complaint handling Policy.

You have a right to complain, and if you do, we will do everything in our power to resolve your complaint in a fair, efficient, objective manner through our transparent process.

Our complaint handling process complies with the requirements of the Telecommunications Consumer Protections Code C628:2012 (TCP Code) and responsibility for compliance with the process lies with our Love Team Manager.

Yes, our Complaints department is called the Love Team, we don't like it when customers don't feel loved and are upset with our company. So, we have Love Specialist at your service

### **Making a complaint is 100% Free**

#### **How to make a complaint?**

If you wish to complain, please contact us:

- Free-call number: 1800 272 998
- The Love Team Email: [theloveteam@crazytel.com.au](mailto:theloveteam@crazytel.com.au)

*If you are calling us from a landline, your call is FREE. Note: calling us from a mobile might be more expensive*

#### **What we will do:**

We will acknowledge your complaint immediately if you talked to us over the phone, and within two working days if you have lodged your complaint through any other channel including where you left a message on our answering machine (e.g. outside our office hours). When we acknowledge your complaint, we will give you a unique reference number or similar to enable you to easily follow up on your complaint. We will also give you an indicative timeframe for resolving your complaint. You can follow up on your complaint by phone on 1800 272 998

#### **The outcome of a complaint**

Our goal is to always fix your problem during your first contact with us.

Sometimes this is not possible, and we need to investigate the matter. We will then agree with you on how to fix your problem (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15 working days of receiving your complaint. We will advise you in writing if you request this.

Occasionally it may take longer than 15 working days to investigate your problem, and in this case we will explain why and give you a new expected timeframe.

If the delay is more than ten working days (and is not the result of a Mass Service Disruption) we will also inform you about your options for external dispute resolution such as the TIO.

Once we agreed on how to fix your problem/concern, we will implement all actions required to fix the issue within ten working days, unless you agreed otherwise or unless you have not done something that we needed you to do and we cannot proceed because of this.

### What if your complaint is urgent?

Your complaint will be treated as urgent;

- if your service has been disconnected or is about to be disconnected and due process has not been followed.

In this case we will agree with you on how to address the issue and implement all required actions to fix the issue within two working days. If there is a delay, we will explain why, provide you with a new expected timeframe, and if it is a longer delay also inform you about your options for external dispute resolution such as the TIO.

If you still don't feel the love and you are unhappy with our efforts: If you tell us that you are not satisfied with the complaint timeframes, its progress or the outcome or if you tell us your complaint ought to be treated as urgent, we will escalate your complaint internally. If you are still dissatisfied, we will inform you about your options for external dispute resolution such as the TIO. We will never cancel your service only because you have contacted an external dispute resolution scheme.

### Telecommunications Industry Ombudsman (TIO)

We encourage you always to contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows.

Phone: 1800 062 058


Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

The services of the TIO are free of charge.



Suite 34 , 42 Manilla St,  
East Brisbane 4169



1800 272 998



info@crazytel.com.au