

# BELONG COMPLAINT HANDLING PROCESS

## OVERVIEW

At Belong, we strive to provide the best customer service, but we aren't perfect and understand that at times we may get things wrong. When things go wrong, we'll take appropriate steps to identify and escalate complaints that cannot be resolved.

This document sets out our commitment to customers around managing and resolving complaints.

## WHAT IS A COMPLAINT?

We see a complaint as any expression of dissatisfaction or grievance made to us about any of our products and services, or the way we've managed a complaint.

While we try to resolve all complaints in a timely manner, we recognise that some take precedence over others. We refer to these as "urgent complaints" and they include:

- Customers who fall under our financial hardship policy where the issue relating to the complaint might contribute to that customer's financial hardship; and
- The disconnection or imminent disconnection of a customer's Belong service where we haven't followed the right process in disconnecting their service.

## WHO CAN MAKE A COMPLAINT?

Anyone has the right to make a complaint, and we ensure that all complaints are dealt with efficiently, objectively and fairly. We'll also provide help to anyone who needs it to formulate, lodge and progress a complaint with us. We will also assist you if required to lodge your complaint

## ACKNOWLEDGING COMPLAINTS

We're committed to acknowledging your complaint in a prompt manner. This means that when you make a complaint over the phone or live chat, we'll immediately give you:

- A unique reference number so you can identify and track your complaint;
- An estimated timeframe for when we'll resolve your complaint; and
- Details on how you can get information about our complaint handling process.

Where a complaint is made by email or by Live Chat through our website, or by phone, we'll make sure we get this information to you within one working day of receiving your complaint.

## MONITORING YOUR COMPLAINT

While your complaint is being investigated, we'll provide you with progress updates so you know what's happening. You can also contact us to check the progress of your complaint.

## THE STEPS WE TAKE TO RESOLVE COMPLAINTS

The time we spend investigating a complaint is determined by its seriousness and complexity. We'll try to resolve your complaint at the time it's raised. However, if we need to investigate it further, we'll aim to resolve it, or tell you what we're doing to resolve it, within five working days.

We're committed to resolving all complaints within 15 working days of receiving them. Once we resolve the matter with you, we'll aim to implement all steps to deliver a resolution within 10 working days.

When it comes to urgent complaints, we aim to resolve them within two working days of being received.

The only cases where this may differ, is when you agree to a different timeframe for resolution, or we need you to do something in order to resolve the complaint.

Sometimes we might not be able to resolve a complaint within the timeframes set out above. If that's the case, we'll contact you and explain the reason for the delay and give you a new timeframe for resolution.

## MAKING A COMPLAINT OR CHECKING THE PROGRESS OF A COMPLAINT

If you want to make a complaint, or would like to check the progress of a complaint, please contact us by:

- **By email:** at [complaints@belong.com.au](mailto:complaints@belong.com.au)
- **By phone:** 1300 BELONG (1300 235 664). The cost of this call will be your standard call rate to a 1300 number.

## IF YOU'RE NOT HAPPY WITH THE OUTCOME

If you are not happy with how your complaint has been resolved, you have a number of options.

We can escalate the complaint and review the resolution you were offered. This may involve an escalation to the next level of management, or the appointment of a case manager in one of our specialised teams.

There are also some external dispute resolution options available to you. This includes making a complaint to the Telecommunication Industry Ombudsman (TIO).

To lodge a complaint with the TIO you can call 1800 062 058, write to: TIO PO Box 276 Collins Street West Melbourne VIC 8007 or contact them via their website [www.tio.com.au](http://www.tio.com.au).

## ACCESSIBILITY

At Belong, we have designed our services to enhance accessibility and meet your individual needs. Whilst our digital experience is enhanced for the vision impaired, we offer a telephone service on 1300 BELONG (1300 235 664) if you find it easier to talk with us.

If you have a hearing or speech impairment, emailing us at [complaints@belong.com.au](mailto:complaints@belong.com.au) may make it easier to connect with us. Or consider contacting Belong through the National Relay Service at [relayservice.gov.au](http://relayservice.gov.au). We welcome your feedback on how we can improve the accessibility of Belong. To provide feedback, visit <https://belong.com.au/contact-us>

## TRANSLATING AND INTERPRETING SERVICES

The Department of Immigration and Multicultural Affairs provide translating and interpreting services (TIS) for non-English speakers. You can contact TIS on 131 450 and request to be connected to Belong on 1300 BELONG (1300 235 664).