



nbn Complaint Management Policy

UNCLASSIFIED | BMS002014 | November 2020

Owner: General Manager | Customer Service | Customer Engagement

Overview

The rollout of the **nbn**TM network is one of the largest and most complex infrastructure developments in Australia's history, covering even the most remote and inaccessible areas of Australia. While we always strive to get things right the first time, we appreciate that sometimes it may not happen. As a member of the public you have the right to make a complaint. If we are not certain that you are making a complaint, we will ask you to confirm. We will not charge you to make a complaint to **nbn**.

This policy provides you with an outline of our complaint management process for residential and small business customers.

Issues that arise directly between **nbn** and telecommunications service providers, contractors, suppliers or developers, are resolved in accordance with our specific agreements with them and are not covered by this policy.

Who to contact

As **nbn** is a wholesale provider, we do not directly supply or charge members of the public for telecommunications services provided over the **nbn**TM network. This means that some complaints should be raised directly with your telecommunications service provider.

For example, please contact your telecommunications service provider directly for:

- Connection delays
- Getting an **nbn** connection
- Network outages
- Missing or incorrect address details
- Concerns about service performance, which may include slow speeds, dropouts and service loss
- Billing or charges accrued for your **nbn** service
- Appointments, and
- Missing **nbn**TM equipment.

Your telecommunications service provider can submit a request for assistance to **nbn** under the Telecommunications (Consumer Complaints Handling) Industry Standard 2018



for complaints that involve a service that your provider supplies you over the nbn network. We are committed to taking all reasonable steps to enable your telecommunications service provider to resolve your complaint, and we take into account the timeframes by which they must comply [under the Standard] as advised to us.

Examples of complaints that you can raise directly with **nbn** include:

- Issues with **nbn's** or our contractors' conduct
- Workmanship
- Equipment installation
- Damage to property
- A complaint about our land access processes
- Marketing content or communications issued by **nbn**, or
- Our handling of a health and safety concern.

nbn will assess all complaints received in line with this policy. We may refer you to your telecommunications service provider if the issue is most appropriately handled by your provider, otherwise we will manage complaints, including those about **nbn** communications, in accordance to the processes outlined in this document.

How to make a complaint to nbn

How to contact us

A complaint can be made to **nbn** using the following methods:

- Website/Email - **nbn's** [Contact Us](#)
- posting mail to Locked Bag 27, Gold Coast MC, 9726, or
- calling 1800 687 626 between 8am and 7pm EST Monday to Friday.

When you contact **nbn** via our webpage, our preference is to respond to you via email in the first instance. If you contact **nbn** by post, our preference is to respond to you via email in the first instance where possible.

If you would like to make a complaint and require assistance to do so, **nbn** can also be contacted through these additional means:

- National Relay Service, TTY 1800 555 677 and enter 1800 687 626
- Speak and listen users phone 1800 555 727 and enter 1800 687 626
- Internet relay users by internet-relay go to nrschat.nrscall.gov.au and enter 1800 687 626, and
- Translating and Interpreting Service (TIS National) on 131 450 and ask for the **nbn** Contact Centre on 1800 687 626.



If you require additional help to formulate, make and progress your complaint, **nbn** will assist you when you contact on the methods outlined above. You can also nominate another person to make a complaint on your behalf and **nbn** will be happy to deal with them. It is important to note that **nbn** may be required to contact you directly either by phone or in writing to obtain your permission before we are able to discuss the complaint details with the person you have nominated.

Information to include

To enable **nbn** to review and respond to your complaint as quickly as possible, please ensure that your information is as specific as possible. This should include:

- Dates of events
- The address where the issue(s) occurred
- A clear explanation of the issue(s)
- What you are seeking from **nbn** to resolve the issue(s), and
- Supporting evidence e.g. photos, diagrams, receipts and quotations.

What happens once you make a complaint?

Receipt and acknowledgment

When you make a complaint directly with **nbn**, a unique case number is assigned to the complaint that can be quoted to **nbn** at a later stage to provide extra information and receive updates.

- If the complaint is made by phone or webform, the case number is provided straight away.
- If the complaint is made via email or post, we will contact you to provide the case number within 2 working days from when we receive it.

Initial assessment

When **nbn** receives a complaint, we categorise it so that it can be managed in accordance with the most appropriate process. As part of our initial review, we will assess if it needs to be managed as an urgent complaint.

Urgent complaints are when:

- Your complaint involves a priority assistance service that is supplied over the **nbn** network; or
- You have applied to, or been accepted by, your Service Provider as experiencing financial hardship and the subject of your complaint can be reasonably presumed to contribute to or aggravate your financial hardship; or
- Your complaint involves a service supplied over the **nbn** network that is about to be or has been disconnected, and due process has not been followed.

nbn strives to resolve complaints during the first point of contact whenever possible.

If we can't resolve your complaint at the first point of contact, we will need to investigate the complaint further. For complaints that require investigation, **nbn** will:

- Provide you with contact details for the **nbn** team member handling your complaint.
- Contact you to validate our understanding of your complaint and advise the next steps to resolve it, noting that:
 - You may be requested to provide additional information to help clarify and assist with the resolution.
 - In most cases, **nbn** will provide you with a proposed resolution within 15 working days from the date we receive the complaint. If it takes longer, **nbn** will contact you as soon as is practicable within the 15 working day period to explain why and provide an updated timeframe. If the delay is expected to result in **nbn** taking more than 25 working days to resolve your complaint and is not caused by a notified mass outage of service, we will advise you of avenues for external dispute resolution including the TIO.
 - In the event that **nbn** is required to post correspondence about your complaint, this may be impacted by postal delivery timeframes, which could result in you waiting longer than 15 working days to receive a proposed resolution.
- Aim to complete any resolution within 10 business days of agreement, unless:
 - You have agreed otherwise; or
 - **nbn** is waiting on you to carry out any agreed actions.
- Resolve urgent complaints in 2 working days from the date we receive the complaint. In the event that **nbn** cannot resolve the complaint within two working days, we will contact you as soon as practicable within that period to explain the cause of the delay, provide a new timeframe for resolving the complaint, and (where we expect that the delay will be longer than 10 working days and is not caused by a notified mass outage of the service) provide relevant information to you about the avenues available to you for external dispute resolution including the TIO.
- For complaints that involve a health and safety issue, take all reasonable steps to ensure that the risk is made safe as quickly as possible, before addressing any remaining issues in accordance with the complaint procedures outlined above.

If **nbn** encounters delays to what was proposed within the applicable timeframe for your complaint, we will contact you to confirm the cause of the delay as soon as possible and propose new timelines. We will also advise you of avenues for external dispute resolution, including the TIO.



Updates



nbn will provide you with updates, but you can also contact **nbn** directly using the details provided to you. If you contact **nbn** to request an update, we will contact you to provide this within 5 working days.

If you request written confirmation of a proposed resolution, **nbn** will provide this to you within 5 working days of receiving this request.

Closure

nbn will contact you once the complaint is resolved to confirm the outcome. If you request written confirmation of the outcome, **nbn** will provide this within 5 working days of receiving this request. Your complaint will not be closed without providing you with an explanation of the final outcome as soon as practicable after we have completed our investigation.

If you wish to close your complaint at any stage, please contact us using the contact details provided to you.

Attempts to contact you

If we are unable to contact you, we will write (or email) you with details of our attempts and a request to contact us.

If you don't respond within 10 working days, we will consider your complaint resolved.

What happens if I am not satisfied?

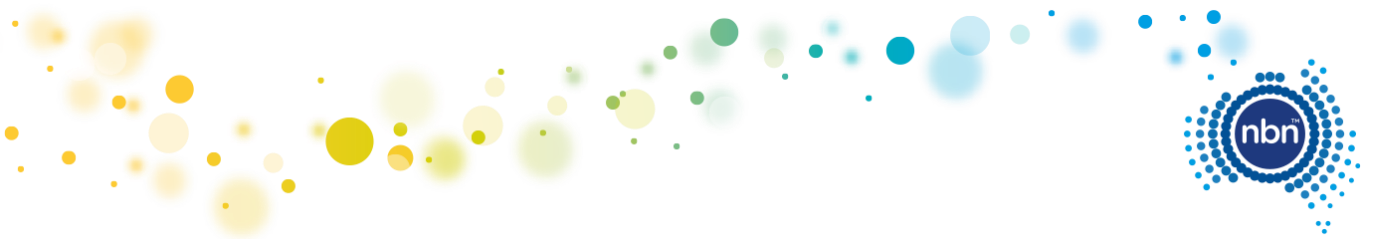
Escalation

If you are not satisfied with the response times, progress or outcome of your complaint, you can ask us to escalate and review your complaint. We will respond within 5 working days of receipt of the request with the details of our internal prioritisation process and our internal escalation process.

Our escalation process will involve the matter being reviewed by the next level of management or a specialised case management team. The outcome of this review may result in the complaint being managed by a different team or the same outcome being upheld.

Prioritisation

If you believe that your complaint meets the Urgent Complaint criteria outlined in this policy and **nbn** is not managing it as an Urgent Complaint, you can ask for this to be reviewed. We will respond within 2 working days of receiving the request with the details of our review, the internal prioritisation process and our internal escalation process.



External Options

We will also let you know about your options for external dispute resolution such as the Telecommunications Industry Ombudsman (TIO) who can be reached by 1800 062 058 (1800675692 from a TTY handset) or via the website www.tio.com.au.

For broader telecommunications issues that may be outside the jurisdiction of the TIO, you can also contact the Australian Communications & Media Authority (ACMA) or, for trade practices issues and/or issues concerning Australian consumer law, the Australian Competition and Consumer Commission (ACCC).

Unresolved Complaints

In some situations, and after careful consideration, we may decide that we are unable to pursue a complaint further. This may include circumstances where:

- We believe that we can do nothing more to resolve the complaint or assist you, and
- Your behaviour or complaint is frivolous or vexatious.

If this is the case, then we will let you know within 5 working days of our decision and avenues for external dispute resolution such as the Telecommunications Industry Ombudsman (TIO). We will provide you written confirmation of this within 5 working days if requested.

Privacy

Any personal information collected about a complainant by **nbn** during this process will be handled in accordance with the Privacy Act 1988 and **nbn's** Privacy Policy.