

## Jeenee Mobile Complaints Handling Policy

### Background

This Policy sets out the process for the handling of complaints by Jeenee Mobile. This policy has been developed in accordance with the requirements of the Telecommunications Consumer Protection Code C628:2012 and capitalised words have the same meaning as set out in the Code.

Jeenee Mobile aims at all times to provide the very best level of service to all of our customers. However, we understand that occasionally we may not always meet these objectives in the eyes of our current and former customers. We therefore recognise the rights for our customers to make complaints and to have any proposed resolution of their complaints accepted by them before Jeenee Mobile implements that resolution.

This Jeenee Mobile Complaints Handling Policy provides:

- Information and assistance to current and former customers of Jeenee Mobile on how to make a complaint and how to monitor the progress of a complaint.
- Information on how Jeenee Mobile handles and investigates complaints and the circumstances in which they will be escalated and prioritized internally.
- A guideline for Jeenee Mobile staff as to how to handle and resolve complaints with the objective of resolving complaints in a fair and effective manner.

### Policy

Jeenee Mobile is committed to a fair, courteous, objective and efficient handling of customer complaints at all times within an acceptable time frame. This means that we will wherever possible aim to resolve customer complaints on first contact. Our Help Centre consultants are trained and empowered to resolve most queries that a customer might have in real time. Our complaint handling process is transparent, meaning that you will be kept informed of the progress of your complaint regularly and also that your complaint will not be handled by any member of our staff who have been directly involved in, or the subject of, the complaint.

### Policy Detail

#### 1. Making a Complaint

- 1.1.** You can make a complaint about Jeenee Mobile by phone by calling 1300 054 631 (this is a free call when made from your Jeenee Mobile service). Alternatively, complaints can be made via email, fax or mail to the following:
- By Phone:** 1300 054 631
- By Email:** [complaints@jeenee.org.au](mailto:complaints@jeenee.org.au)
- By Fax:** (02) 9878 3650
- By Mail:** Customer Complaints  
PO Box 253,  
Parramatta, NSW, 2124
- 1.2.** We aim to make the complaint handling process fair and accessible for everyone. Our Help Centre consultants are specifically trained to assist people who live with disabilities, those suffering financial hardship and those from non-English speaking backgrounds. If you require special assistance to articulate and lodge your complaint or have any special requirements, please tell us what they are when you contact us and we will provide the appropriate level of support necessary to you.
- 1.3.** If you wish to use an Authorised Representative or Advocate to act on your behalf, please advise our Help Centre consultant who will then assist you to do so.

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- 1.4. To ensure your complaint is resolved effectively, we may need to contact you to find out more information and to discuss your concerns. Therefore we may ask you for contact details to enable this, and to be available to discuss this at a time you agree to.
- 1.5. We ask, while your complaint is being investigated, that amounts you are not disputing be paid. We will not take credit management action on amounts that are part of your complaint.
- 1.6. Should your matter be complex, or require extra time to resolve, we will discuss this with you and provide you with the reasons why this is the case.

### 2. How we will acknowledge your complaints

We will acknowledge your complaint and you will be issued with a reference number. If you contact us by telephone, you will receive this reference number immediately. Alternatively, if your complaint is received via email, fax, or by mail, you will receive a response and a reference number within 2 Working Days.

### 3. How we will handle and resolve your complaints

- 3.1. We recognise that customers' and former customers' time is valuable and wherever possible we aim to resolve complaints at the first point of contact. If the matter that is raised requires further investigation and cannot be resolved immediately (i.e. – at first contact) we will aim to have your complaint resolved within 15 Working Days after the complaint was raised (or within such other time frames as are agreed with you). We will keep you informed of any delays to promised timeframes for resolving and implementing complaints.
- 3.2. You may monitor the progress of your complaint by contacting us and quoting the reference number for your complaint.
- 3.3. If you are dissatisfied with the handling of your enquiry or complaint, or you are dissatisfied with the timeframes, the proposed resolution or outcome, or if you seek to have your complaint treated as urgent, you may ask to speak to a Jeenee Team Leader. If you remain dissatisfied with the subsequent handling of the complaint, you can request to have the complaint reviewed by a senior manager. Your complaint will be prioritized and escalated accordingly.
- 3.4. We aim to complete all necessary action to deliver the resolution we have offered within 10 working days after you accept the resolution. Your complaint will be regarded as resolved once you have agreed with our proposed resolution and the outcome is implemented.

### 4. How we will handle and resolve urgent complaints

We prioritise a complaint as urgent if you are experiencing financial hardship according to our financial hardship policy and the subject matter of the complaint has directly contributed to or aggravated your Financial Hardship, or your service has been or is about to be disconnected due to an error on our part. We will be contact you with a resolution within 2 Working Days of the making of an urgent complaint. Once the resolution has been agreed with you, we will aim to implement the resolution within 5 Working Days.

### 5. How we monitor complaints

At Jeenee Mobile our customers are our reason for existence and we continuously strive to improve on the levels of service that we provide. To ensure the identification of systemic trends and recurring issues all complaints will be recorded and analysed on an ongoing basis to ensure continuous improvement in our processes. We will conduct on-going reviews of our compliance with this policy and report on the same to senior management. If you telephone us and do not wish for your call to be recorded or monitored, please let our Help Centre consultant know when they take your call.

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### 6. How to Contact Us

<b>By Phone:</b>	1300 054 631
<b>By Email:</b>	complaints@jeenee.org.au
<b>By Fax:</b>	(02) 9878 3650
<b>By Mail:</b>	Customer Complaints PO Box 253, Parramatta, NSW, 2124

If you wish to receive a hard copy of this policy, please contact our Help Centre and we will be happy to post one to you.

### 7. External Resolution

If you are not satisfied with the outcome of your complaint or with the way in which we have handled the matter (including the timeframes for resolving your complaint), you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

To lodge a complaint with the TIO you can call 1800 062 058 (1800 675 692 from a TTY handset) or contact them via their website at [www.tio.com.au](http://www.tio.com.au)