

# Complaints Handling Policy



## About this policy

This is our **Complaints Handling Policy** ('policy'). In this policy, 'we', 'our' and 'us' refer to GenNext Enterprises Pty Ltd trading as GenNext Internet, ABN 55 607 188 616.

At GenNext Internet, we are committed to providing high-quality products and services to our customers. However, we recognize that sometimes things can go wrong, and we are committed to resolving any complaints our customers may have in a fair, transparent, and timely manner.

This policy is written in line with the Telecommunications (Consumer Complaints Handling) Industry Standard 2018 ('the standard'), which gives you rights as a consumer of a telecommunications service to make a complaint, and sets out our obligations in dealing with, and resolving, your complaint.

This policy does not limit your rights under the Telecommunications Act, the Standard Form of Agreement, or any other laws.

## Making a Complaint

You can make a complaint to us in any of the following ways:

- By calling us on (02) 6568 3443 during opening hours
- By emailing [complaints@gennext.net.au](mailto:complaints@gennext.net.au) at any time
- By writing to GenNext Internet, PO Box 80, Macksville NSW 2447
- By visiting our shopfront at 11 Cooper St, Macksville NSW 2447, during opening hours

## Acknowledging your complaint

We'll acknowledge your complaint within 1 business day of receiving it, in writing (where it is made by email, post or by recorded message). Where a complaint is made by telephone, we'll acknowledge the complaint immediately during the telephone call.

We'll provide you with a unique reference number, and let you know how to monitor the progress of your complaint.

We will keep you informed at each step of the complaints handling process.

## Urgent Complaints

We try to resolve all complaints in a timely manner. However, we will prioritise urgent complaints, such as:

- complaints from customers who fall under our Financial Hardship Policy, or where the complaint matter may directly contribute to the customer's financial hardship; or
- where disconnection of the service has occurred, and we have not followed the correct process.

## Appointing a Representative

You can nominate a representative to make and handle a complaint on your behalf. We'll also help you formulate, lodge and process a complaint, including if you have a disability, are suffering financial hardship, or are from a non-English speaking background.

## The Complaints Handling Process

### 1. Initial Assessment

We will do our best to resolve a complaint on first contact. If that is not possible, we'll

assess the complaint to determine whether it is an urgent complaint.

## **2. Investigation**

If your complaint is not able to be resolved on the spot, we will investigate the cause of the complaint, and its impact to you. We may need to escalate your complaint internally.

In trying to resolve your complaint, we may ask you for more details. Any information you provide to us is handled in accordance with the Privacy Act 1988 and the GenNext Privacy Policy.

## **3. Response and Proposed Resolution**

Within 14 business days of receiving your complaint, we will respond to you and advise you of our proposed resolution.

## **4. Implementation of Agreed Resolution**

If you accept our proposed resolution, we will implement it within 10 days of you accepting the resolution, unless otherwise agreed upon by you. We will implement any urgent aspects of an urgent complaint within 2 business days of our proposed resolution being accepted, if the resolution is able to be implemented within that timeframe.

## **5. Closing a Complaint**

We will provide confirmation to you that your complaint has been resolved, as soon as practicable. If you request written confirmation, we will provide it within 5 business days.

## **6. Escalating your Complaint**

If you are not happy with the resolution we have offered to your complaint, or the handling of your complaint, you may request to escalate your complaint by emailing [complaints@gennext.net.au](mailto:complaints@gennext.net.au).

If the request is reasonable, we will assign your complaint with a higher priority. If necessary, we will escalate the complaint to the Managing Director.

Complaints related to property damage or safety are automatically escalated to the Managing Director.

## **7. External Resolution**

If you are unhappy with the outcome of your complaint, and have already escalated the complaint internally, you may refer the complaint to the Telecommunications Industry Ombudsman (TIO).

### **Telecommunications Industry Ombudsman (TIO)**

We encourage you to contact us first to discuss any issues you may have with how we are handling your complaint, or if you are unhappy with us.

If you are not satisfied, you can ask the TIO to assist. You can contact the TIO in the following ways:

- Phone 1800 062 058 (8am-8pm, Monday to Friday, AEST)
- Fax 1800 630 614
- Email [tio@tio.com.au](mailto:tio@tio.com.au)
- Online <https://www.tio.com.au/complaints>

The services of the TIO are free of charge to consumers.