

# Complaints Handling Policy

## VoBI Managed Services Australia

### 1. Our Principles

1.1 Each client has the right to complain, and if you do, we will address your complaint in an objective, fair and efficient manner and through a clear and concise process.

1.2 We will endeavour to address and resolve complaints in a timely and effective way.

### 2. Are there any charges for making a complaint?

2.1 It is free to make a complaint and we will not charge you in most instances. If there is a charge, we will inform you first.

2.2 In very special circumstances we may charge you if you are requesting information that was gathered more than 2 years ago, or if your request is not free of charge according to our Terms and Conditions.

### 3. How to make a complaint

3.1 If you would like to make a complaint, please submit your request via:

a. The ticketing system:

Send an email to [info@vobi.com.au](mailto:info@vobi.com.au)

(preferred method, please attach any documentation that is related)

b. Or by phone:

(08) 6478 3636

Hours of Operation: Monday - Friday 9.00 am - 5.00 pm EST & WST

c. Or by mail:

Unit 3, 16 Hammond Road,

Cockburn Central, WA 6164

(please send any documentation that is related)

3.2 If you are calling from a local area on a landline then your call will be billed at local rates, however if you call from a mobile then the call may be more expensive.

3.3 If you need help lodging your complaint please let us know and we can assist.

3.4 If required, an authorised representative can make a complaint on your behalf. If you would like to nominate an authorised representative please notify us in writing via a ticket and provide their name, date of birth and address, and a copy of a valid Drivers License.

## 4. Complaints Handling Procedure

4.1 VoBI Managed Services Australia shall acknowledge your complaint within five (5) business days, and if you have not already done so, by creating a ticket, for which you will receive an email containing information about the ticket, and your complaint details.

4.2 We will endeavour to resolve or investigate your complaint, this may take up to thirty (30) business days. We will try to reach an agreement with you about how to fix the issue(s). If it is going to take longer than thirty days to resolve or investigate the issue, we will advise you via the ticketing system. If it is going to take longer than forty (40) business days, since the day the complaint was issued, you may contact the TIO for further advice in regards to an external dispute resolution.

4.3 Once a solution has been agreed upon, we will endeavour to fix the issue(s) within ten (10) business days. If there is a task you need to complete in this time, and there is a delay at your end, we may be unable to complete the resolution in this time frame.

4.4 If you are dissatisfied with the Complaints Handling Policy, its time frames, procedures, the outcome, or you have an urgent issue, we will escalate your complaint internally.

4.5 The complaint case will be closed only with your consent, unless we have been unable to contact you, or because we have been unable to reach an agreed outcome. We will then refer you to the TIO for an external dispute resolution.

4.6 We do not cancel services simply because you contact an external dispute resolution service, such as the TIO.

## 5. Urgent Complaints

5.1 An urgent complaint is classified as urgent if you are currently under our Financial Hardship Policy, and the complaint is directly related to the hardship you are experiencing, or if your service(s) are close to being disconnected.

5.2 In these cases we will endeavour to reach an agreement with you about how to fix the issue, or investigate the issue within two (2) business days. If there is any delay we will inform you as soon as possible via the ticketing system. If the delay exceeds ten (10) business days, you may, if you wish, contact the TIO to seek an external dispute resolution.

## 7. Telecommunications Industry Ombudsman (TIO)

7.1 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 Director.

7.2 Please refer to the TIO's website for details about the complaints management procedures [here](#).

(Or follow this link <https://www.tio.com.au/about-us/policies-and-procedures>)

7.3 You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

7.4 The services of the TIO are free of charge.