

AVEO CONNECT

Complaints Escalation Process

This article will outline our Complaints Escalation Process.

Our complaints process is designed to encourage the fast and efficient resolution of your issue at the first point of contact. While we will always aim to provide you with satisfying customer service, we recognise that you may wish to express dissatisfaction with our products, services, staff or procedures.

During the course of your complaint, we will aim to tailor any proposed resolutions to provide a fair and reasonable outcome to all parties involved. Once accepted, we will aim to deliver our mutually agreed resolution to you within 10 business days, or 2 business days where the complaint is urgent.

Please follow the steps below to raise and escalate your complaint. In the event that you require assistance with making a complaint, our staff at each stage of the process will be more than happy to assist. If you believe your complaint is urgent, please see the follow the steps below.

NOTE: If you would like to nominate an authorised representative/advocate to make a complaint on your behalf, please authorise them during your first contact with us or add them as a secondary contact through the member's portal.

Step 1: First contact

Please contact Aveo Connect on [1300 851 496](tel:1300851496) or email to complaints@aveoconnect.com.au. At first contact, you will initially be addressed by one of our friendly Customer Service Representative (CSR). A CSR is empowered to resolve complex issues and first level complaints and make fair and reasonable customer service decisions.

You will receive acknowledgement of your complaint – including a reference number - within 2 business days if you make your complaint in writing or via email. For complaints lodged in person or via the telephone, acknowledgement and your reference number can be provided immediately.

Step 2: Escalation to a CSM

If a CSR is not able to resolve a complaint it can be escalated to a Customer Service Manager (CSM) or an appropriate alternative senior member of staff if a CSM is not available. In order to ensure that we're able to address your query effectively, you'll need to provide us with:

1. A preferred telephone number and/or email address or that you can be reached on during the day
2. If you haven't provided it yet, the username of your Aveo Connect account and/or name and address of the account holders premises.

The CSM will review the dispute and respond within 2 working days to attempt to resolve the complaint.

Step 3: Referred to Solutions team

If a CSM is unable to resolve a complaint to your satisfaction, you can request that they provide you with a referral to the Solutions team.

A member of the team will contact you within 1 working day of receiving the referral to acknowledge your complaint. The acknowledgement may be verbal (via telephone) or in writing (via email) at our discretion. You will also be provided with a unique reference number for your complaint. A response to your complaint will be provided to you within 2 working days of your complaint being lodged with Solutions.

We aim to resolve all complaints within 5 business days from the date of initial lodgement. Complex problems will be resolved within 15 business days. We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside these timeframes.

Step 4: Further options

If you remain unsatisfied the Solutions team may recommend access to other options including Senior Management or as a last resort the Telecommunications Industry Ombudsman (TIO) for independent advice. The TIO is an office of last resort and deals with complaints that consumers have not been able to resolve with their telephone or Internet provider after exhausting all possible avenues directly with the provider.

Aveo Connect asks that if you do have a complaint, you allow us the opportunity to exhaust all possible internal resources before going to the TIO, as in our experience complaints dealt with internally are resolved much quicker than complaints mediated via the TIO.

The TIO can be contacted via the following means:

- Telephone: 1800 062 058 or 03 8600 8700
- Fax: 1800 630 614 or 03 8600 8797
- Email: tio@tio.com.au
- Online: <https://www.tio.com.au/making-a-complaint>

Alternatively you can contact the Office of Fair Trading in your state or territory.

Getting Updates

You can check up on the progress of your complaint at any time by calling us on 1300 851 496 and quoting the complaint reference number.

We will advise you either verbally (via telephone) or in writing (via email) of the outcome of your complaint. If you prefer a specific method of contact, this can also be requested when lodging your complaint.

Urgent Complaints

If you feel your complaint is urgent, please tell us as soon as possible via telephone or email. We will refer your case for investigation by our appropriate senior manager, or the **Solutions team**, and provide a response to your complaint within one business day.

Urgent complaints differ from regular complaints in that they are referred to the **Solutions team** or an appropriate level of senior management significantly earlier, and are treated with higher priority than normal complaints.

We aim to resolve all urgent complaints within 2 business days. We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside these timeframes.

We consider a complaint urgent when it concerns any of the following:

1. You have asked to be assessed or have been approved for **financial hardship assistance** and you believe your issue directly contributes to or worsens that hardship.
2. Your issue is about a disconnection that's about to happen, or a disconnection that has happened in error.
3. Your issue is about a service or situation that is dangerous to you or others.

Need this information in another language? Please ask for a referral to our Solutions team.