

# COMPLAINT HANDLING POLICY

## Pivotel New Zealand Pty Limited

Pivotel is a mobile carriage service provider offering simple, value driven mobile services to our customers across Australia.

### We are committed to Resolving Your Complaints

Pivotel is committed to Resolving all Complaints about our services to Your satisfaction quickly and effectively.

You have a right to make a Complaint, and You must accept a Resolution to the Complaint before we are required to implement it.

Our staff will listen to Your Complaint, and treat You fairly, and with courtesy. If You have special needs, we will accommodate those special needs in our communications to You.

In working with You to Resolve Your Complaint, we will assess Your Complaint objectively and efficiently, and comply with all applicable consumer laws, and *C628:2016 Telecommunications Consumer Protection Code*.

### How to contact us

You can contact Pivotel customer care on 0508 882 448 which is a free call from Your Pivotel service. Alternatively, You can send a facsimile to +61 7 5630 3088, send an email to [mail@pivotel.co.nz](mailto:mail@pivotel.co.nz), or You can contact us online at <http://www.pivotel.co.nz/contacts.html>. If You need to write to us, our contact details are:

Pivotel Pty Limited  
Locked Bag 100  
Southport Mail Centre QLD 4215  
Australia

If required, You can use the National Relay Number on +61 133 677 or the Translating & Interpreting Service (TIS) on +61 131 450 to assist You to contact us.

### Complaint Acknowledgement and Resolution

When You call Pivotel, our customer care staff will provide You with their first name and will attempt to Resolve Your Complaint immediately (*First Contact Resolution*).

If we are unable to Resolve Your Complaint at First Contact, or if You have contacted us by facsimile, email, letter or online we will Acknowledge Your Complaint by issuing You with a unique reference number to track the Complaint, an indicative timeframe for the Resolution of the Complaint, and information about how to access this Complaint Handling Policy.

When making a Complaint, if You do not speak directly to a Pivotel staff member and leave a voice message for us, or if You make Your Complaint by facsimile, email, letter or online we will Acknowledge Your Complaint within two (2) working days. Whilst Your Complaint is being investigated we will provide You with regular updates of our progress so that You are aware of what is happening with Your Complaint.

We will propose a Resolution to Your Complaint within fifteen (15) working days of our Acknowledgment of the Complaint, and we will fully inform You of the outcome of our investigations.

If we do not believe it is possible to propose a Resolution to Your Complaint within fifteen (15) working days of Acknowledgement, before fifteen (15) working days has elapsed we will contact You and inform You of the reasons for the delay, and the indicative timeframe for the Resolution of the Complaint. If we expect the Complaint cannot be resolved within twenty five (25) working days, we will advise You of Your options for external dispute resolution including contacting the TIO.

When You have accepted a Resolution to the Complaint, we will implement that Resolution within ten (10) working days, provided that if You have agreed to do something first as part of the Complaint Resolution, You have completed Your agreed action and informed us that You have done so.

Within five (5) working days of the Complaint being Resolved, we will send You confirmation of the Complaint Resolution in writing.

### **Urgent Complaints**

An Urgent Complaint is a Complaint where You have applied for, or have been accepted as being in Financial Hardship under our Financial Hardship policy, and the subject matter of the Complaint can reasonably be presumed to directly contribute to or aggravate Your Financial Hardship, or where disconnection of a service is imminent or has occurred and where due process has not been followed.

Otherwise than in respect to timeframes, we will Resolve Your Urgent Complaint using our normal Complaint Handling processes.

For Urgent Complaints, we will propose a Resolution to the urgent aspects of Your Complaint, and attempt to implement a Resolution within two (2) working days of our acknowledgment of the Complaint. If we do not believe it is possible to propose and implement a Resolution to Your Complaint within two (2) working days of acknowledgement, we will contact You and inform You of the reasons for the delay, and the indicative timeframe for the Resolution of the Complaint.

### **If You are not satisfied, You can escalate Your Complaint**

If You are not satisfied with the Resolution timeframes, the handling, investigation or progress of Your Complaint, or the proposed Resolution of Your Complaint, You can request that it is escalated to the next level of management within Pivotel. The manager of Your Complaint will then deal with You personally to discuss Your Complaint, and the Resolutions You have been offered.

### **External investigation of Your Complaint**

Pivotel is a customer focussed company, and our aim is to provide You with the most fair, objective, and efficient Complaint handling process we can. However, if You would like an external body to review Your Complaint, You can approach the following external dispute resolution bodies after You have first attempted to Resolve Your Complaint with Pivotel:

- the Telecommunications Industry Ombudsman (TIO);
- the Australian Communications & Media Authority (ACMA) for broader telecommunications issues that may be outside the jurisdiction of the TIO; or
- the Office of Fair Trading in Your State or Territory, or for Australian Consumer Law matters the Australian Consumer and Competition Commission (ACCC).

### **If we cannot contact You about Your Complaint**

If we cannot contact You about Your complaint, we will write to You at Your last known address, and provide details of those contact attempts and provide You with an invitation to contact us within 10 Working Days to discuss Your Complaint. If You do not contact us during this period after we have written to You, we will close the Complaint.

### **General information**

Our relationship with You is governed by the terms and conditions of our Standard Agreement. The full terms and conditions are contained in Pivotel's Standard Agreement which is available on request from us by calling customer care on 0508 882 448 or by visiting the Pivotel website at [www.pivotel.co.nz](http://www.pivotel.co.nz). The Standard Agreement is binding on both parties.

This Complaint Handling Policy has been developed by Pivotel in accordance with Chapter 8 of *C628:2016 Telecommunications Consumer Protection Code*.