



## **Complaint Policy**

### **Making and Lodging a Complaint or Escalation**

If there is something about our service that you are not happy with, you have the right to express any grievance or complaint with Locall Australis.

The first step is to talk to our customer support team. All service issues and problems need to be addressed and escalated through that department.

If you are dissatisfied with the outcome and wish to take the matter further, a formal complaint should be made in writing and lodged via the contact page on our website. This can be found at <http://www.australis.net/contact.php>.

#### Minimum Information Required when Making a Complaint

To facilitate your grievance properly, it would be appreciated if you could list the following details on the feedback form:

Account holders full name.

Account Username

Best daytime contact number/s.

Details of complaint including (if possible): dates, times and any staff member spoken to (if relevant)

Details of any previous correspondence with Locall Australis.

Locall Australis's response



When your complaint has been lodged through our feedback page, you will be acknowledged within 1 business day.

The acknowledgement may be verbal (via telephone) or in writing (via email) at the discretion of Locall Australis.

It is the intention of Locall Australis to resolve all complaints within 5 business days (from the date of initial acknowledgment).

More complex issues will be resolved within 20 business days. Should resolution of the complaint appear to be falling outside of these timeframes, the customer will be contacted and advised and a new timeframe set.

#### Status of Complaint

Feel free to contact us at any time to enquire on the progress of a complaint, by either email or telephone.

#### Outcome of a Complaint

Locall Australis will advise customers either verbally (via telephone) or in writing (via email) of the outcome of their complaint.

#### Escalating a Complaint

Should a Locall Australis customer be dissatisfied with the outcome of their complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. 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](mailto:tio@tio.com.au)

244 Noalimba Ave Kentucky NSW 2354  
Sales Ph. 1800 288871, Support Ph. 1300 722 050 Fax. 02 6778 7419  
ABN 31 147 945 686  
[www.australis.net](http://www.australis.net) [info@australis.net](mailto:info@australis.net)



Online: [http://www.tio.com.au/make\\_a\\_complaint.htm](http://www.tio.com.au/make_a_complaint.htm)

While the TIO is "an office of last resort" in the interests of fairness, Locall Australis must be given a reasonable opportunity to settle a complaint before the TIO will become involved.

If after all of this, you still feel that your issue has not been fully resolved, the next step then is to contact the Office of Fair Trading in your state or territory.

244 Noalimba Ave Kentucky NSW 2354  
Sales Ph. 1800 288871, Support Ph. 1300 722 050 Fax. 02 6778 7419  
ABN 31 147 945 686  
[www.australis.net](http://www.australis.net) [info@australis.net](mailto:info@australis.net)