



## Complaints Policy

Medphone Pty Ltd strives for excellence in customer service, however sometimes things do not go as planned. It may be that you don't agree with your bill or perhaps the staff member you spoke with did not address your concern correctly. Whatever it may be, we want to hear about it. It is your right to complain and this feedback helps us to continually better our services for you and other customers. Current or former customers of Medphone Pty Ltd are welcome to make a complaint if they feel the need to do so.

NOTE: If you would like to nominate an authorised Representative/advocate to make a complaint on your behalf, please authorise them using our authorised representative form, found in your welcome pack or on our website [www.medphone.com.au](http://www.medphone.com.au)

### What is defined as a complaint?

A complaint means an expression of dissatisfaction made to us in relation to our services or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by you.

Contacting Medphone Pty Ltd to request support or to report a service difficulty is not necessarily a complaint. Technical and support issues occur for many reasons, if you are simply experiencing a technical issue we will not consider your contact with us as an official complaint unless you specifically request us to.



## First point of Contact

The Medphone Support team is the customer support team within Medphone who can assist to resolve issues of a technical nature.

» PH: 1800 174 663 or email [support@medphone.com.au](mailto:support@medphone.com.au)

The Medphone Accounts team is the main point of contact within Medphone for questions regarding your account.

» PH: 1800 174 663 or email [accounts@medphone.com.au](mailto:accounts@medphone.com.au)

If you are having difficulties with your Accounts or Technical Support representative, they should be able to transfer you to someone else to help resolve your issue.

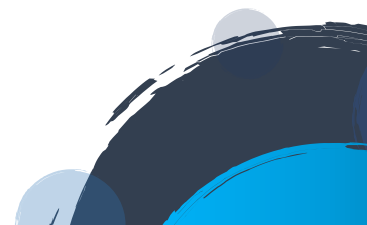
## Lodging a Formal complaint

If our Accounting or Technical Support teams have been unable to satisfy your issue, you can request to log a formal complaint.

You may also make a complaint directly to our operations manager:

Email – [enquiries@medphone.com.au](mailto:enquiries@medphone.com.au)

The below is the minimum information required when submitting a complaint

- » Account holder's full name
  - » Account username
  - » Daytime contact phone number
  - » Details of complaint – Dates, times, staff members spoken to, reported issue
  - » Proposed outcome
- 



# Resolving the complaint

At Medphone we deal with complaints as they are received. Our main goal is to resolve your complaint with a fair resolution upon your first contact with us (if you are calling). However this is not always possible and we may need to investigate the issue further.

We will acknowledge receipt of the complaint immediately (if you lodge your complaint by phone) or in writing within 2 working days of receiving your complaint (if you lodged by email or post).

If you are unsatisfied with the response, you can request that your complaint be directed to a senior staff member. Generally all complaints are already handled by a senior staff member.

Where your complaint is related to billing, we ask that any outstanding amounts not disputed are paid and we aim to resolve your complaint before the end of the next billing period.

If your complaint has been lodged over the phone, you may be directed to a senior staff member immediately. In the situation that a senior staff member is not available to answer your call, please allow up to 2 business days for them to return your call.

Please note: If required we can help you to formulate, make and progress your complaint. We can also arrange assistance if you have any special needs, disabilities, or are from non-English speaking backgrounds and may need an interpreter. With your permission, we'll also work with an authorised representative or advocate who can make the complaint on your behalf.

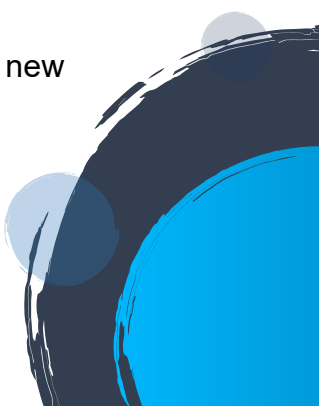
## Urgent complaints

Although we try to resolve all complaints in a timely manner, we will prioritise urgent complaint types, such as:

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

We aim to resolve urgent complaints within 2 working days of receiving your complaint. If we can't do so in that time, we'll let you know why and advise a new timeframe.

If we expect a delay of more than 10 working days, we'll advise you.





## Outcome of a complaint

Some complaints are more complex than others and as such may take longer to resolve. We aim to provide a resolution for all complaints within fifteen working days. We will not implement any resolution until acceptance is received from you.

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

We will take all agreed upon action within 10 days of agreement.

## Further options

You will find that all matters can be handled by Medphone Pty Ltd internal processes and we do require that you first allow us the opportunity to exhaust all avenues in resolving your complaint. However, if you are not satisfied with our handling of your complaint and you have escalated this Medphone Pty Ltd, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman

Contact details of the TIO can be found on their website: <http://www.tio.com.au/about-us/contact-us>

\*\*\* As an additional safeguard to ensure that your complaint is properly handled, any complaints data that we receive will be provided to the ACMA to allow it to monitor our complaints-handling process in line with the ACMA Record-keeping Rules.

