

Complaints Handling Policy

We strive to deliver excellent customer service, but sometimes we don't get it right.

You have a right to make a complaint and, if you do, we will deal with your complaint in a fair, efficient, and objective manner, through a transparent process. We strive to resolve any problems you may have during your first contact with us.

Our complaint handling process complies with the requirements of the Telecommunications (Consumer Complaints Handling) Industry Standard 2018. Our Chief Executive Officer is responsible for compliance with this process.

We will not charge you for dealing with your complaint.

How to make a complaint

If you wish to make a complaint, please contact us:

Phone: 1800 828 668

Monday to Friday, 8:00 am to 8:00 pm AEST/AEDT

Saturday and Sunday, 8:00 am to 6:00 pm AEST/AEDT

Email: complaints@vonex.com.au

Postal: PO Box 1488, MILTON QLD 4064

Office: Level 1, 165 Varsity Parade, Varsity Lakes QLD 4227

Office hours: Monday to Friday, 09:00 am to 5:00 pm AEST

If you ask us to, we will help you prepare, lodge, and progress your complaint.

You can also appoint an authorised representative or advocate to make a complaint on your behalf.

What we will do

If you make a complaint in person or by phone, we will acknowledge your complaint immediately. If you make a complaint using an alternative method, including email or post, we will acknowledge your complaint within two (2) working days.

When we acknowledge your complaint, we will give you a unique reference number and an indicative resolution timeframe. We will keep you updated while we work towards a resolution.

You can follow up on your complaint by contacting us with your unique reference number via:

Phone: 1800 828 668

Email: complaints@vonex.com.au

Our goal is to resolve the issue during your first contact with us. However, this is not always possible, and we need to investigate the matter.

We will provide you with a proposed resolution in writing within 10 working days of receiving your complaint, explaining how we intend to resolve the issue. This may include waiving of fees or offering another commercial solution.

Occasionally, it may take longer than 10 working days to investigate the issue. If this happens, we will explain why and give you a new expected timeframe.

If the delay is more than 10 working days and is not the result of a mass service outage, we will also inform you about your options for external dispute resolution, such as the Telecommunications Industry Ombudsman (TIO).

Once you accept the proposed resolution, we will take all required actions within five (5) working days, unless we agree to a different timeline or need you to take an action before we can proceed.

If you tell us that you are not satisfied with the timeframes, progress, or outcome of your complaint, or that your complaint ought to be treated as urgent, we will advise you about our internal escalation process within 24 hours. If you request that your complaint be escalated or prioritised, a senior manager will review your complaint within five (5) working days and prioritise or escalate it where appropriate.

If you are still dissatisfied, we will inform you about your options for external dispute resolution, such as the Telecommunications Industry Ombudsman (TIO).

Closing your complaint

We will close your complaint once we have implemented the proposed resolution and completed our investigation. Within five (5) working days of completing our investigation, we will provide you with written confirmation of the outcome.

We will only close your complaint without your confirmation if:

- We have been unable to reach agreement with you on how to resolve your complaint and we have informed you of your options for external dispute resolution, such as the Telecommunications Industry Ombudsman (TIO); or
- We have been unable to contact you to discuss your complaint or proposed resolution.

We will make at least five separate contact attempts using different methods on separate calendar days within a period of 10 calendar days. We will then write to you with details of these attempts and invite you to respond within 15 days before closing the complaint.

Urgent complaints

Your complaint will be classified as urgent if:

- You have applied for assistance under our [Financial Hardship Policy](#) and your complaint is about an issue that directly contributes to the financial hardship you are experiencing;
- Your service has been disconnected or is about to be disconnected and due process has not been followed; or
- You have disclosed that you may be experiencing family or domestic violence and are concerned for your safety or the safety of your children.

In this case, we will reach agreement with you on how to address the issue and implement all required actions within two (2) working days.

If there is a delay, we will explain why and provide you with a new expected timeframe. If the delay is longer than 10 working days and is not the result of a mass service outage, we will also inform you about your options for external dispute resolution, such as the Telecommunications Industry Ombudsman (TIO).

Network outage complaints

If we determine that your complaint relates to a network outage, we will treat it as a network outage complaint. You can find more information about how we manage these complaints in our [Network Outage Complaints Policy](#).

Billing complaints

If your complaint is about a billing error, we will resolve it before your next bill is due or within 30 days, whichever occurs first.

We recognise that life's challenges can sometimes unexpectedly affect your financial stability. We offer payment assistance support pathways to help you keep on top of your account.

You can find more information in our [Financial Hardship Policy](#).

Frivolous and vexatious complaints

After internal escalation, investigation, and careful consideration, we may decide not to deal with your complaint any further if we determine that both of the following apply:

- We are unable to do anything further to assist you or resolve your complaint; and
- Your complaint or behaviour is frivolous or vexatious.

If we make this decision, we will notify you in writing within five (5) working days. We will explain the reasons for the decision and advise you of your options for external dispute resolution, including the Telecommunications Industry Ombudsmen (TIO).

What if I am dissatisfied?

We encourage you to contact us first if you experience a problem or are unhappy with our service.

We will do our best to resolve your problem when you first contact us. However, if you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman (TIO), which is a free and independent service.

You can contact the TIO as follows:

Phone: 1800 062 058

Online: tio.com.au/complaints

Email: tio@tio.com.au

Post: PO Box 276, Collins Street West, VIC 8007

Fax: 1800 630 614

We will not cancel your service if we have been unable to resolve your complaint and you decide to refer it for external dispute resolution.

Interpreters and accessibility

If you are deaf, hard of hearing, or need interpreting support, you can [book an Auslan interpreter](#) or visit the TIO's [Interpreters and accessibility webpage](#) for language interpreting or National Relay Service support.