

### ***Complaints Handling***

At Ignite Broadband, we strive to provide you with the best products and service to meet your needs. Your feedback is always important to us, good or bad, especially when we don't meet the expectations we set for ourselves on service or we fail to deliver the service you expect. We want to make sure your concerns are resolved as effectively as possible. All our staff are given extensive training so they are able to help you resolve an issue, or forward the matter on to someone who can.

You have the right to make a complaint where you are dissatisfied with the services or products that we provide or with the way we've handled your enquiry or complaint.

We will deal with your complaint fairly, courteously and deal with your complaint in a timely manner, considering all the circumstances of the complaint and any special needs you may have.

If you need assistance with your complaint you may discuss it with us with your advocate, an interpreter or through an authorised representative.

### **How to make a complaint**

We aim to make it easy for you to contact us and provide us feedback or make a complaint. These are the ways you can contact us:

Email: [support@ignitebroadband.com.au](mailto:support@ignitebroadband.com.au)

Post: PO Box PO Box 2178, Toowong 4066 QLD

We will acknowledge your complaint immediately when you speak to one of our staff, or within two working days if you send through your request.

### **Complaints handling process**

When you contact us with a complaint, even if we resolve the matter straight away, we will give you a Complaint Reference Number at that time. Keep this number in case you need to contact us again so we can access a detailed record of your complaint and be ready to assist you further.

Ignite Broadband treats every complaint seriously and we endeavour to resolve your issue straight away. If this cannot be done, we will offer to escalate the matter to find a resolution in the shortest timeframe possible.

Initially this will be referred to a supervisor or manager and, if a resolution is still not reached, it will then be escalated to our Resolutions team.

You can expect to receive an outcome within 15 working days or 2 working days for urgent complaints. As we work to resolve your complaint, we may contact you if we require more information, or if the timeframe to resolve your complaint changes. For matters such as Financial Hardship, or where disconnection of the service is imminent, or has occurred without due process, your complaint will be dealt with in 2 days.

If your complaint concerns something which does not relate to our products and services, we will explain this to you and try to help you identify a course of action in order to address your issue.

To monitor the progress of your complaint you can contact us through the original method of communication or through any other contact number that we may provide and you should quote your complaint reference number.

Complaints can only be closed with your consent, which means you have to feel satisfied that the matter has been reasonably resolved before we can close it. We will only implement any agreed resolution to your complaint after you have agreed to it.

If you would like written confirmation of the resolution to your complaint, you may request us to send it to you once your complaint is closed.

If we are unable to agree on a resolution, after you have contacted us you may use an external dispute resolution service, such as the TIO. The TIO can be contacted by calling 1800 062 058, or by using the [online complaint form](#), or by post to: TIO PO Box 276, Collins Street West, VIC 8007

We value your feedback. We will use this to continuously improve our business and our people to ensure we can provide the best possible service to our valued customers.