

Klaustel Communications

Customer Complaint Handling Policy

## 1. INTRODUCTION

At Klaustel Communications we are committed to providing our customers with the best products and service. This policy details how Klaustel Communications handles customer complaints in relation to our products and services. This policy is compliant with the ACIF Industry Code on Complaint Handling.

## 2. YOUR LEGAL RIGHTS

Nothing in this policy limits or detracts from your rights under the Standard Terms and Conditions, the Telecommunications Act, the Trade Practices Act or any other laws. You do not have to follow the complaint handling procedures in this Statement; you can choose to take independent action to enforce your rights. However we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

## 3. HOW KLAUSTEL COMMUNICATIONS WILL HANDLE COMPLAINTS

The Klaustel Communications complaint handling policy aims to provide an efficient, fair and accessible mechanism for customer complaints. Klaustel Communications Customer Care will be your single point of contact; whether you wish to register a complaint about technical difficulties, billing issues, or Klaustel Communications Authorised dealers and staff. Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries. It may not always be possible to resolve a complaint on the first call, for example, because records have to be reviewed or enquiries made with Klaustel Communications Authorised dealers or staff. Our objective is that complaints that cannot be resolved during the first call will be resolved within the timeframes agreed with the customer.

To provide a check on the handling of complaints Klaustel Communications supervisors will:

- Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution been reached.
- Call back a cross section of customers to discuss the handling of the complaint by Klaustel Communications, with a view to understanding how we can do better; and
- Review all complaints which have not been resolved within our timeframes, and determine what action is needed to resolve those complaints quickly.

## 4. HOW TO APPEAL TO KLAUSTEL COMMUNICATIONS SENIOR PERSONNEL

If you are not satisfied with the way in which the Customer Service Representative has handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

## 5.COMPLAINTS BY PHONE

**Company: Klaustel Communications**

**Phone: 1300 857 841 Fax: 1300 857 842**

**Hours of operation are 8.30am – 6pm Monday – Friday**

The call will cost you whatever your service provider charges you for your 1300 calls and that it may be higher from a mobile depending on what your service provider charges you

## 6.COMPLAINTS BY EMAIL

**Email: [customerservice@klaustel.com.au](mailto:customerservice@klaustel.com.au)**

## 7. COMPLAINTS IN WRITING

Klaustel Communications prefers to deal with complaints and enquiries by telephone as this usually allows a quicker resolution. However if you wish to lodge a written complaint you can forward your correspondence to: Klaustel Communications

Customer Care

P.O. BOX 554

MOUNT WAVERLEY VIC 3149

A verbal or written acknowledgement will be made within five working days after receiving your letter with a time frame for investigating your complaint and when you can expect us to get back to you.

8. Of course you can appoint an authorised representative or advocate to make a complaint on your behalf. For help with how to appoint an authorised representative, please go

### Appointing an Advocate or Authorised Representative

The Code allows for two kinds of representative:

- Advocates, who can talk to the Supplier for the Customer, but are not a legal agent for the Customer.
- Authorised Representatives, who are a legal agent for the Customer.

### Advocates

Advocate means a person nominated by a Consumer to deal with a Supplier on the Consumer's behalf (but unlike an Authorised Representative, does not act as the Consumer's agent nor have authority to access any of the Consumer's account information from the Supplier).

The Supplier: must ensure that a Consumer can easily use an Advocate to communicate with the Supplier, if the Consumer requires. may presume that an Advocate is not authorised to establish or make changes to a Customer's account or Telecommunications Services, unless the Advocate is also the Customer's Authorised Representative. must advise the Consumer that a person acting as their Advocate has no power to act on the Consumer's behalf and has no access to their information without the Consumer being present and agreeing to such action. must allow Consumers or former Customer to use an Advocate to make a Complaint.

### Authorised Representatives

Authorised Representative means the person who has authority from a Consumer to deal with a Supplier on behalf of that Consumer as their authorised agent. A reference to a Consumer includes a reference to the Consumer's Authorised Representative. The Supplier: ensure that a Consumer can appoint an Authorised Representative to act on their behalf, if the Consumer requires. advise the Consumer that a person made an Authorised Representative has the power to act on the Consumer's behalf as if they are the Consumer; or if the Authorised Representative has more limited rights, the level of access that the Authorised Representative has to the Customer's information. obtain appropriate authority before it accepts the appointment of a person as an Authorised Representative for a Customer, but not make the process of appointment difficult to complete. ensure it obtains the Customer's authority or the appropriate other authority such as a copy of the relevant power of attorney, before accepting a person as the Authorised Representative for a Customer. keep a record of the circumstances and when the Authorised Representative was appointed. provide Consumers with access to information about how to appoint an Authorised Representative and access to any relevant forms required to evidence the appropriate authority. take reasonable steps to balance the risks of fraud, privacy and security of Customers with facilitating the appointment of Authorised Representatives. allow Consumers or former Customer to use an Authorised Representative to make a Complaint.

### **Security, Privacy and Fraud**

As noted above, the Code requires that you "take reasonable steps to balance the risks of fraud, privacy and security of Customers with facilitating the appointment of Authorised Representatives." Limitations on Authority of Authorised Representative as noted above, the Code requires that you "must advise the Consumer that a person made an Authorised Representative has the power to act on the Consumer's behalf as if they are the Consumer or, if the Authorised Representative has more limited rights, the level of access that the Authorised Representative has to the Customer's information."

### **Appointing an Advocate or Authorised Representative**

There are several ways that Simple Telecom allows their customers to Authorised Representatives. Email Contact Customer Support for Information. Download the Appointment of Advocate or Authorised Representative form and email, fax or mail it to Klaustel

Email Draft an email to [customerservice@klaustel.com.au](mailto:customerservice@klaustel.com.au) which contains the following information (used to verify the identity of the Advocate or Authorised Representative by our Customer Service Team):

Whether you are appointing an Advocate or an Authorised Representative?

The full name of the person being appointed.

The driver's license number of the person being appointed.

The mobile phone number of the person being appointed.

A member of Klaustel Customer Service Team will contact you to verify the information you provided.

Contact Customer Support for Information

Phone Klaustel's Customer Support Team on 1300 857 841. This is the option we recommend for anyone suffering from a serious health issue who is not able to sign a form.

Download the Appointment of Advocate or Authorised Representative Form

Download a copy of the [Appointment of Advocate or Authorised Representative form](#) from here.

Send the completed form to Klaustel in one of the following ways:

Email to: [customerservice@klaustel.com.au](mailto:customerservice@klaustel.com.au)

Fax to: 1300 857 842

Mail to:  
Klaustel Communications

Customer Care

P.O. BOX 554

MOUNT WAVERLEY VIC 3149

We will acknowledge your complaint immediately if you talked to us over the phone, and within 2 working days if you have lodged your complaint through any other channel including where you left a message on our answering machine (e.g. outside our office hours).

When we acknowledge your complaint we will give you a unique reference number or similar to enable you to easily follow up on your complaint. We will also give you an indicative timeframe for resolving your complaint. You can follow up on your complaint by Phone: 1300 857 841 Fax: 1300 857 842 Hours of operation are 8.30am – 6pm Monday – Friday or Email: [customerservice@klaustel.com.au](mailto:customerservice@klaustel.com.au)

#### 9. TAKING APPEALS OUTSIDE KLAUSTEL COMMUNICATIONS

Klaustel Communications believes that its internal appeal process will provide the quickest and most effective way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through the Klaustel Communications review process before complaining to the TIO. You should note, however, that the TIO service is intended as a "last resort" for telecommunications subscribers with complaints. The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the ACMA.

To lodge a complaint with the TIO you can call on 1800 062 058 or write to -

TIO

PO Box 276

Collins Street West

MELBOURNE VIC 8007