



Complaints Handling Policy

What is a Complaint?

Our customers have the right to make a complaint. A complaint is when you communicate some form of dissatisfaction, unhappiness or frustration with the products or services we have provided to you. This might include:

- Interactions with our staff
- How we have handled a fault or a service difficulty
- A billing error that is not resolved in a reasonable timeframe
- Where you are not a customer but something we have done at a site or while at our customers premise has affected you.

The process is accessible to all our customers, transparent and free of charge.

How to make a complaint

You can make a complaint to SJH Communications by:

- Calling us on (02) 40442300
- Via email at service@sjhcomms.com.au
- Writing to us at-
Complaints Handling
c/o The Manager
SJH Communications Solutions
6/500 High St
Maitland, NSW 2320

You can nominate an authorised representative and/or someone else to handle a complaint on your behalf. If you plan to nominate someone let us know. Our friendly team can also help customers make and progress a complaint, including customers with disabilities.

If accessibility is an issue, you can also use these Australian Government services to help make your complaint:

- National Relay Service: 133677
- Translating & Interpreting Service: 131450

What happens if you make a complaint

We take complaints seriously and sometimes we get things wrong. At SJH Communications our aim is to strive to do better by learning from our mistakes, we are human after all. We will endeavour to find a resolution that you are satisfied with and that resolves your complaint.

The standards require us to treat customers who make a complaint with fairness and courtesy.

If we are not sure if something should be recorded as a complaint, we will ask you. Our team will be transparent with you through the process as to how we intend to resolve and implement any resolution.

Tracking your complaint

We will issue you a ticket number unique to your complaint in the following timeframe:

- By phone – Respond straight away
- In person – If possible straight away
- Via email, webform, snail mail (post) or voicemail we will respond with a ticket number to your nominated email address within 2 working days of receiving your communication

When it isn't a complaint

When we are first contacted by you and are asking for information or support, or to report a fault or service difficulty. For example, you (the customer) advise that you:

- need help to accessing a self-service portal on our website
- want to request additional services at your premises and are unsure how.
- are reporting that you do not have internet access

Sometimes, you may not appear frustrated or will hesitate to express dissatisfaction due to personal or cultural factors. However, you may still feel unhappy with a situation, especially one requiring more than one call to resolve.

In the pre-mentioned circumstances, it will be only considered a complaint if you advise us that you want it treated as a complaint.

Urgent complaints

Complaints are assessed to a criteria of 'standard' or 'urgent'.

A complaint is urgent if:

- you are in financial hardship according to our financial hardship policy and the subject of your complaint may detrimentally affect your circumstances
- it is about a service for which you receive priority assistance
- you have disclosed that you are in a Family or Domestic violence situation and the subject of your complaint can be reasonably presumed to contribute to or aggravate your circumstances
- we have or will disconnect the service and we have not followed the correct process
- a safety matter related to our equipment or cabling at a site occurs
- there is fraudulent usage of a carriage service or security breaches

We will endeavor to resolve urgent complaints within 2 working days.

Resolving a complaint

If we can resolve a complaint immediately, we will. We will make the best effort to resolve your complaint at the first contact and let you know in person, by phone or by email.

Alternatively, if a complaint needs further investigation we will contact you as soon as possible to let you know a timeframe. In most instances we will resolve complaints that are:

- Urgent – Within 2 working days
- Non Urgent – Within 15 Working days
- Have an agreed resolution – Within 10 working days (*subject to conditions)

*An agreed resolution may take longer if:

- You agreed otherwise; or
- You have not yet completed something you agreed to do; or
- Resolution depends on a third party carrier whom we have no control over; or
- Caused by a mass outage of service;
- You change your mind about an agreed intermediary resolution we have proposed after it has started.

As part of our resolution process, we will make sure that we seek to resolve the main cause of that problem or issue. When complaints indicate a broader problem or systemic issue, we will implement processes and procedures to prevent any recurrence as soon as practical.

We may respond to complaints by providing refunds, replacement, repair/rework, substitutes, technical help, information, referral, apology or in other ways, depending on the complaint circumstances and as determined by us.

If you are not happy with our proposals at any stage, you can go to the Telecommunications Industry Ombudsman.

Monitoring your complaint

We will provide regular updates to you on how your complaint is progressing. Normally, when we issue you a unique ticket I.D you will get an email. You can contact us at any time by replying to that ticket, but if you want to check in at any stage and are unable to reply please phone us on (02) 4044 2300.

Complainants may phone us on business days (Monday – Friday) during normal business hours to enquire on the progress of their complaint.

Closure of Complaint

Should the complaint no longer be applicable, circumstances under the complaint have changed or the complaint was made incorrectly you can close the complaint at any time.

If we have resolved the complaint, we will let you know. We will consider all relevant information and offer a remedy that addresses the cause of the complaint and considers your situation.

Sometimes, after careful consideration of the situation or the information provided by you, we may decide that we are unable to do anything further to resolve your complaint or assist you.

A complaint is considered resolved when it reaches a conclusion. This is regardless of whether the outcome favours you (the customer). Regardless of the outcome of your complaint and whether it was able to be resolved, your SJH Communication Services will not be cancelled for the sole reason that a complaint could not be solved unless those services are cancelled at request by you.

If we can't contact you via your preferred method, we will attempt to contact you via other methods we have on record stating details of our attempts and a request to contact us. If you don't respond within 10 working days, we will consider your complaint resolved.

Escalation of Complaint

You can contact us at any time if you are dissatisfied with what we are doing. Should you reasonably believe your complaint should be treated as urgent we will review the circumstances under which the complaint was made.

We will advise you of our internal escalation process and external avenues of external dispute resolution. We may escalate the complaint internally if we feel that further resources are required to meet the resolution time in an effective manner.

You may escalate complaints to the Telecommunications Industry Ombudsman. Although you can refer your complaint to the TIO at any time, we encourage you to contact us first to discuss any issues that you may have with how we are handling your complaint.

Frivolous or vexatious complaints

Sometimes, after careful consideration of the situation or the information provided by the customer, we may decide that:

- the complaint is baseless, and / or
- the complaint is frivolous or vexatious in nature

If we decide this, we'll tell you within 5 working days of making this decision, and give you the reasons behind it. We'll also let you know about your options for external dispute resolution such as the Telecommunications Industry Ombudsman.

Your unsatisfied with the outcome

If you are not satisfied with how SJH Communications has handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. We encourage you to first contact us and discuss any concerns on how we have handled the complaint should you be unsatisfied with the resolution.

The Telecommunications Industry Ombudsman can be contacted by:

- Online: <https://www.tio.com.au>
- Phone: 1800 062 058