

Complaint handling process

Overview

At Belong, we strive to provide the best customer service, but we aren't perfect and understand that at times we may get things wrong. When things go wrong, we'll take appropriate steps to identify and escalate complaints that cannot be resolved.

This document sets out our commitment to customers around managing and resolving complaints.

What is a complaint?

We see a complaint as any expression of dissatisfaction or grievance made to us about any of our products and services, or the way we've managed a complaint.

While we try to resolve all complaints in a timely manner, we recognise that some take precedence over others. We refer to these as "urgent complaints" and they include:

- Customers who fall under our financial hardship policy where the issue relating to the complaint might contribute to that customer's financial hardship; and
- The disconnection or imminent disconnection of a customer's Belong service where we haven't followed the right process in disconnecting their service.

There's no charge or cost to customers for making a complaint.

Who can make a complaint?

Anyone has the right to make a complaint, and we seek to ensure that all complaints are dealt with efficiently, objectively and fairly. If a member of our staff identifies an expression of dissatisfaction while speaking with you, our staff will clarify if you wish to make a complaint. We'll also provide help to anyone who needs it to formulate, lodge and progress a complaint with us. We will also assist you if required to lodge your complaint. We will also provide this assistance to those with accessibility requirements or disabilities.

Important note: Belong cannot cancel a service(s), for the sole reason that a customer was unable to resolve the complaint directly with Belong and pursued options for external dispute resolution.

Before making a complaint

We'd like to try and resolve your issue before you make a complaint. If you haven't already, please call us on 1800 865 028 to speak to one of our Belong support agents to see if we can help you resolve your issue.

Making a complaint

If you've already submitted a support request and feel your matter hasn't been resolved, the best way to contact us to

make a complaint is by calling us on 1800 865 028.

This line is open 8am – 8pm, 7 days a week.

If you're unable to call us, you can:

- Send your complaint as an email and send it to complaints@belong.com.au.
- Send a letter to:

Belong Complaints
Locked Bag 20026
Melbourne VIC 3001

Sending your complaint as an email or letter can be done 24/7.

If you're lodging a complaint on behalf of the account holder, the account holder will need to authorise you as a delegated authority. Both mobile account holders and internet account holders can do this by calling us on 1800 865 028 and speaking to one of our Belong support agents.

Alternatively, internet account holders can add an authorise delegate by logging into their account and going to their profile.

If you are making a complaint via email, please make sure you include the following important information in your email so we can better resolve your complaint:

- Your preferred email address
- Your preferred contact number
- Which product or service you are making a complaint about
- A detailed description of your complaint, including reference numbers of any previous support requests.

Acknowledging complaints

We're committed to acknowledging your complaint in a prompt manner and will either respond by email or phone. When you make a complaint via email, we'll reply with:

- A unique reference number so you can identify your complaint
- An estimated timeframe for when we'll be in touch
- Details on how you can get information about our complaint handling process
- Instructions about how to monitor the complaint

Where a complaint is made by phone, we'll make sure to call you back within two business days of receiving your complaint to discuss how we can resolve your issue.

The steps we take to resolve complaints

The time we spend investigating a complaint is determined by its seriousness and complexity. We'll try to resolve your complaint within two business days. However, if we need to investigate it further, we'll aim to resolve it, or tell you what we're doing to resolve it, within five business days. There are some complaints that can take a little longer to work out, but we're committed to coming up with resolutions to all our complaints within 15 business days of receiving them. Once we've proposed a resolution that you've agreed to, we'll aim to do everything needed to deliver it within 10 business days.

Sometimes we might not be able to resolve a complaint within the timeframes set out above. If that's the case, we'll contact you and explain the reason for the delay and give you a new timeframe for resolution.

When it comes to urgent complaints, we aim to resolve them within two business days of being received. The only cases where this may differ, is when you agree to a different timeframe for resolution, or we need you to do something in order to resolve the complaint.

Monitoring your complaint

While your complaint is being investigated, we'll provide you with progress updates so you know what's happening. Your Complaints Case Manager will give you their direct contact details when you first talk to them so that you can have an open line of discussion during the process. You can also email us at complaints@belong.com.au – to check the progress of your complaint – just include your case ID or reference number in the email. Alternatively, you can call our customer service team on 1800 865 028.

If you're not happy with the outcome

If you are not happy with how your complaint has been resolved, you have a number of options. We can escalate the complaint and review the resolution you were offered through our internal escalation process. This may involve an escalation to the next level of management, or the appointment of a case manager in one of our specialised teams, who will review the issues raised in your complaint, any further information you provide and the resolution offered.

If you advise us that you wish to escalate a complaint, we will advise you of the outcome of our internal escalation process within five business days, or two days for urgent complaints, after receiving your advice.

There are also some external dispute resolution options available to you. This includes making a complaint to the Telecommunication Industry Ombudsman (TIO). To lodge a complaint with the TIO you can call 1800 062 058, write to: TIO, PO Box 276, Collins Street, West Melbourne VIC 8007 or contact them via their website www.tio.com.au.

Accessibility

At Belong, we have designed our services to enhance accessibility and meet your individual needs. You can see what Belong is doing to ensure our products and services are accessible for all our user, please visit the [Accessibility & inclusion](#) page on our website. If you would like to make a complaint regarding accessibility, you can get in touch with us on 1800 865 028.