



Complaint Handling Policy

engin's Complaint Policy Statement

engin prides itself on its commitment to resolve complaints in a prompt and satisfactory manner in order to promote and achieve great customer service and customer satisfaction.

The terms "Customer" and "Complainant" are applied not only to those engin customer's with current or past engin services/accounts, but also to those who do not and have never had an engin account or service (eg a member of the public takes offence to an engin advertisement, that person can lodge a complaint with/against engin)

It is important to recognise the customer's right to complain, for all parties concerned.

Complaints are a vital way of ensuring engin provides the best possible product and service to our customer base, whilst allowing us to remain a highly competitive telecommunications company in the foreseeable future.

At all times, complainants will be treated in a polite and courteous manner and provided with complete and accurate explanations regarding their complaint.

engin will endeavour to resolve complaints at the first point of contact, however in the event this is not possible, delegated levels of authority do exist should the complainant's wish to escalate their complaint.

Wherever possible, engin staff will refrain from using technical jargon and use plain English with complainants.

At the end of each week and each month, the recorded complaint data is collected and compiled. The data is then used to assist engin identify those areas that require change or improvement (e.g products, policies or procedures) and as required by law by ACMA (Australian Communications and Media Authority).

Record of Revisions

In compliance with the Communicaitons Alliance (formerly ACIF) Industry Code on Complaint Handling (ACIF C547)

Revision No.	Issue Date	Nature of Amendment
1	1 May 2004	Original issue of standard version
2	August 2007	Update of original M!Voice version
3	September 2008	Formatting

Please note: engin reserves the rights to amend and/or replace this document in whole or part in accordance with changes made to ACIF's C547:2004 Complaint Handling Code or AS@4269

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1. Obtaining a copy of these procedures

engin's Complaint Handling Procedure is based on ACIF's (Australian Communications Industry Forum) Code on Complaint Handling (ACIF C547 2004), and is available upon request or via our website www.engin.com.au

2. Making a Complaint

Should a customer wish to make a complaint they can do so by contacting us

- By PHONE 
- IN WRITING 
- IN PERSON 

An engin registered authorised subscriber may make a complaint on behalf of a customer. Please contact our Customer Care Centre on 1300 305 000 for a Subscriber Authorisation form.

3. Minimum Information Required When Making a Complaint

Customers should list the following when making a complaint:

- Account number or engin phone number;
- Account holders full name and address;
- Daytime contact telephone number;
- Details of complaint including dates, times, place the problem occurred and any staff member spoken to (if relevant);
- What action you have taken to rectify the problem.
- Copies of any relevant evidence/documents to support your complaint. This can include copies of any letters that have already been written about the problem, copies of any documents like warranties and receipts;
- Signature of account holder and date (if in paper form);

4. Lodging a Complaint

engin customers may lodge a complaint via, or through the services of:

- Communication Centre phone: 1300 305 000
Monday to Friday 8am – 9pm AEST/AESDT
Saturday & Sunday 9am – 3pm AEST/AESDT
- Fax: 02 9004 4436
Attention: Customer Relations Department
- Email: feedback@engin.com.au or via our website www.engin.com.au
- Write to:
Customer Relations Department
engin
Locked Bag 1002
FRENCHS FOREST NSW 2086
- In person:
Office hours are 9am – 5pm AEST/AESDT Monday to Friday (excluding Public Holidays). Please phone the Communications Centre in advance, as an appointment may need to be scheduled.
- Hearing Impaired People:
National Relay Service
PH: 133 677
- HEROC:
PH: 02) 9284 9600
Fax: 02) 9284 9611
www.hreoc.gov.au
- Non-English Speakers
Government Interpreter Service line: 131 450
- Telecommunications Industry Ombudsman (TIO)
PH: 03) 8600 8700
Fax: 03) 8600 8797
www.tio.com.au

5. Responsiveness by engin

Complaints will be acknowledged verbally within 2 days of a written complaint being received by the Customer Relations Department. A verbal complaint will be considered acknowledged at the point it is discussed. A complaint reference number will be issued and forms part of the acknowledgement.

If a reference number is not issued at the time of acknowledging a written complaint, it will then be deemed to have not been received by engin, regardless of any other form of confirmation, either verbal or written.

In these circumstances engin advises the customer to resubmit the complaint.

engin will advise the customer of the time frame required to resolve the complaint and will undertake to resolve all complaints within 30 calendar days unless one or more of the following applies:

- Due to the complexity of the complaint resolution within 30 days is not possible;
- Due to the circumstances of the complaint resolution within 30 days is not possible;
- If the customer has not submitted all or part of the information/evidence required as part of the investigation. E.g. a bank statement
- engin will endeavour to provide regular updates as to the complaint progress and likely timeframe for completion should this occur.

6. Making an Enquiry on a Complaint's Progress

Customers may enquire as to the progress of a complaint at any time by writing, emailing, faxing or calling the contact numbers given by our staff when receipt of the complaint is acknowledged.

When making an enquiry, customers must quote the complaint reference number, account number, password and contact number (if leaving a message) and username. Only the engin staff member allocated to the complaint (as outlined in the acknowledgement) will discuss progress details regarding the complaint.

engin's response to enquiries will be either of a verbal or written nature (at engin's discretion) to the customer within a specified timeframe of making the enquiry.

7. Outcome of a Complaint

engin will advise customers either of a verbally or in writing of the outcome of their complaint (Unless the customer has specifically requested the response in writing).

8. Costs Associated with making a Complaint

engin is not responsible for any charges incurred by the customer unless otherwise agreed in making, lodging or enquiring about a complaint.

Generally, engin will not charge or penalise a customer for making a complaint. However, if costs incurred by engin are particularly onerous, you maybe asked to pay the costs but, only after it has been discussed between the parties, agreed to and put in writing. The customer then can decide to accept the charge and continue with the complaint, or discontinue the complaint and seek alternate complaint resolution.

If a customer agrees to and pays for charges and the complaint were upheld in the customers favour, engin would refund the complaint handling charges within 30 days of the complaint closure.

9. Refusal to Investigate a Complaint

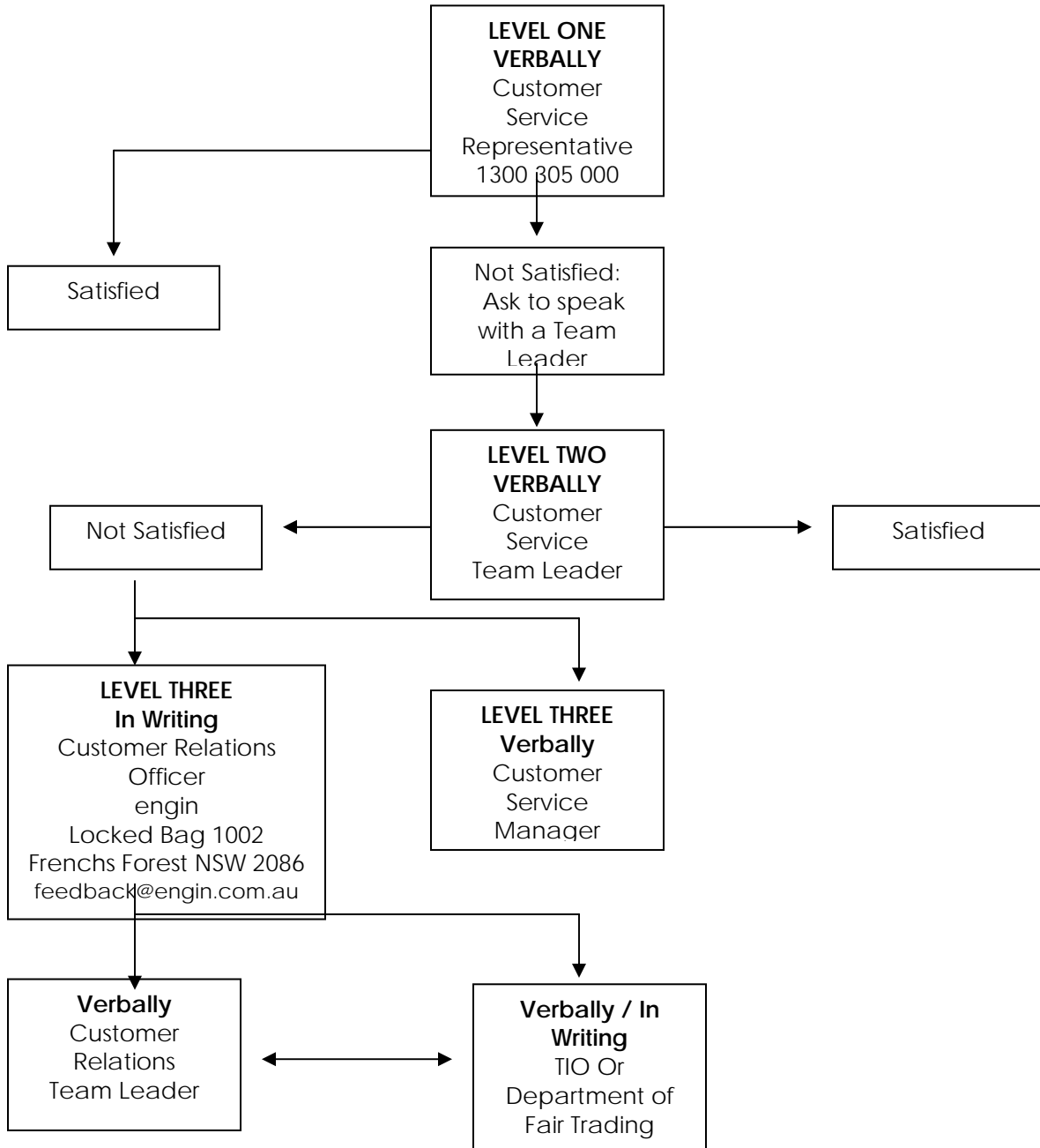
engin may refuse to investigate a complaint in the following circumstances:

- When engin deems the complaint to be frivolous;
- When engin deems the complaint to be vexatious.

In these circumstances engin will, where appropriate, use internal processes to escalate the complaint and inform the customer of the reasons for the decision not to investigate and/or inform the customer of the availability of external options for complaint handling for example the TIO (Telecommunications Industry Ombudsman).

10. Escalating your Complaint

Your complaint may be easily resolved at the first point of contact by following this flow chart and speaking to the appropriate people within engin.



11. Escalation Processes for a Complaint

Should a customer be dissatisfied with the outcome of their complaint they will be advised an alternate course of action and referred internally to the next level.

Customers can expect their complaint to be resolved in a timely and professional manner by following the “Directing and Escalating your Complaint” flowchart on the previous page.

Customers will be referred to the appropriate level when a complaint is received. Once a complaint is escalated only the representative or officer handling that complaint can make decisions or liaise with the customer about their complaint.

12. Record Keeping of Complaints

engin keeps a record of :

- Details of the complaint and details of the complaint outcome.
- Non-complaints as enquires
- Date start/closure
- Undertakings

13. Disputed Amounts

engin will not demand payment of genuinely disputed amounts while a complaint is under investigation.

14. Document Security

Original documents in use, are locked away between the hours of 5.00pm and 8.30am. Once the complaint has been finalised, the original documents are scanned into a secure filing system and then destroyed.

15. Record Retention

Material that is collected and recorded is kept for a minimum of two years following the closure of a complaint.

16. Variations to this policy

Changes to this document are updated within 60 days and if any significant changes are made, engin customers will be informed within 16 weeks.