

Complaints Handling Process – Pivot Pty Ltd

Overview

Pivot values all customer feedback and aims to provide customers with the best possible service. While we aim to provide you with a great service we understand that you may wish to express dissatisfaction with our service, procedures, staff or products. This document outlines our policy and commitment on resolving complaints quickly, fairly, efficiently and courteously.

During the process of your complaint, we will aim to provide a fair and reasonable outcome for all parties involved. Once accepted, we aim to resolve your complaint within 10 business days or less. Please follow the steps below to escalate and raise your complaint.

Our staff will be happy to assist you if required with making your complaint. If you believe your complaint to be urgent please refer to **Urgent Complaints step** at the bottom of this document

Please Note: If you would like to add an authorised party to act on your behalf please contact a Customer Service Representative (CSR) on 1300 663 320 or download the Appointment of Advocate or Authorised Representative document from our website at <http://www.pivot.com.au/residential-services/customer-compliments-complaints/>

How to Make a Complaint

If you wish to make a complaint please follow the steps below.

Step 1: First Contact

Please contact Pivot through one of the following methods:

1. **Contact via the Website** - For 24-hour support visit www.pivot.com.au and lodge your complaint via the online form on the Support or Contact Us page on our website <http://www.pivot.com.au/home/contact-support-home/>. A CSR will receive your complaint and contact you via your stipulated contact method and assist you soon as possible.
2. **Contact via phone** – Please contact Pivot on **1300 66 33 20** to lodge your complaint. If you are calling us from a landline, your call will be billed at a local rate (please note that calling us from a mobile may be more expensive). Our customer support team is available from **7am-7pm AEST Monday to Saturday** (the coverage window). We also provide 24-hour support outside of normal business hours with on call customer support staff. Please leave a voicemail and a Pivot CSR will return your call as soon as possible.
3. **Contact in person at Pivot office** – please visit our office at 1/11 Booran Drive Underwood, 4114, QLD between the hours of 9am- 5pm Monday to Friday. A customer service representative will be available to assist you immediately to lodge your complaint.

We will help you with formulating, lodging and progressing your complaint if you request this. 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 to <http://www.pivot.com.au/residential-services/customer-compliments-complaints/> and download the documents related to appointing an authorised representative.

What we will do

When we acknowledge your complaint, we will give you a unique reference number 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 calling our support team on 1300 66 33 20 or e-mailing our support team at support@pivit.com.au and quoting your unique reference number.

Step 2: Escalation to CSR Manager

If a CSR is unable to resolve a complaint, they will escalate it to a Customer Service Manager (CSM). Please provide us the following to ensure we can address your complaint effectively.

1. A preferred contact number and/or email address that you can be reached on
2. Your Pivit customer number

Step 3: Referred to Senior Management

If a CSM is unable to resolve a complaint to your satisfaction, you can request that they provide you with a referral to senior Management. You will be contacted within 2 working days to acknowledge your complaint and confirm the escalation has occurred. We aim to resolve all complaints at this level within 5 business days. Complex problems we aim to resolve in 15 business days. We will contact you directly to advise the time frame if a resolution falls outside of these stipulated time frames.

Step 4: Further Options

If you remain unsatisfied with the solution offered our team may as a last resort refer you to the Telecommunications Industry Ombudsman for independent advice. The TIO is an office that deals with complaints that consumers have not been able to resolve with their Telephone and Internet provider after exhausting all avenues directly available with the company. Pivit asks that you allow us the opportunity to exhaust all internal resources before going to the TIO. Alternatively, you can contact the Office of Fair Trading in your state. Please see below. **The TIO can be contacted by the following means:**

1. Telephone: 1800 062 058 or 03 8600 8700
2. Email: tio@tio.com.au
3. Online: <https://www.tio.com.au/making-a-complaint>

Updates:

You can contact us on 1300 663 320 and quote your reference number to obtain an update on your complaint.

Urgent Complaints:

If you feel your complaint is of an urgent nature please tell us at the First Contact point by either telephone or email. We will assess and escalate appropriately and provide a response within one business day. We aim to resolve urgent complaints in 2 business days. We will contact you to advise and discuss a new timeframe after assessing urgency and in the event that a resolution may fall outside these timeframes.

Complaints considered urgent:

1. Your issue is about a disconnection that is about to happen, or has happened in error
2. Your issue is about a service or situation that is dangerous to yourself or others
3. You have asked to be assessed for financial hardship assistance and believe your issue directly contributes or worsens the hardship.