

cardcall Complaints Policy

cardcall is committed to providing you with a high quality service. If we make a mistake, or our service doesn't meet your expectations, we welcome the opportunity to fix the situation and ask that you contact us.

How to contact us

Customer Service Hotline:	1300 663 570
Facsimile:	(07) 5593 0036
Email:	info@cardcall.com.au
Postal Address:	cardcall Pty Ltd , PO Box 452 Robina 4226.

Handling Your Complaint

Our Customer Service Team will try to resolve your issue or complaint at the first point of contact.

Some issues might require some investigation or referral to another department.

In this case we will inform you of estimated time frame, agree on a course of action with you and supply you with a reference number upon request

Please quote the reference number to track the progress of your complaint.

The Customer Service team aims to resolve your issue within 7 days of you raising it and will fully inform you of the outcome of its investigations.

Privacy

In the event that you want you the details of your complaint to be kept private you should follow the formal complaints policy and state this in your letter/email or fax.

cardcall complies with the Privacy Act at all times.

All complaints are recorded and filed.

There is limited access to these files and these files can only be accessed by management.

Escalating your complaint

If you are unhappy with the outcome and do not believe that the resolution offered to you is fair and reasonable, you have the right to escalate the complaint by asking to speak with someone of higher authority, as follows:

1. Senior Staff member
2. Team Leader
3. Follow the Formal Complaint Process
4. The Telecommunications Industry Ombudsman

Formal Complaint Process - cardcall Resolutions Team

There may be times when you encounter a complicated issue or the Customer Service Centre did not offer a resolution that you believe is fair and reasonable.

You can contact our **cardcall** Resolutions Team and ask them to review your complaint if it remains unresolved or you're not happy with the resolution.

How to contact cardcall Resolutions Team

Online Complaint Form:	visit www.cardcall.com.au to submit an online complaint form
Email:	customerrelations@cardcall.com.au
Postal Address:	Resolutions Team cardcall Pty Ltd PO Box 452 Robina 4226.

Handling your complaint

A staff member will be assigned to your complaint and will deal with you personally from start to finish.

1. Discuss your complaint and the previous resolutions you have been offered
2. Agree on a course of action and resolution with the complainant after going through all options
3. Based on the course of action agreed on by the staff and the complainant – a time frame will be given and any delay in meeting the timeframe given will be communicated to the customer.
4. Once resolved complainant will be contacted straight-away and advised of the complaint closure
5. Upon request **cardcall** can send written confirmation of the complaint and resolution to the complainant
6. A follow up call will be made to the complainant exactly two weeks after the complaint is closed to confirm that the complainant is happy with the resolution offered and complaint is resolved.

The Key Objectives of the Resolutions Team are as follows:

1. Find fair and reasonable resolutions to complaints that are referred, due to being complex or as a second resort as the resolution offered by customer service Team not meeting the customers expectations
2. Record complaints and categorize by Issue so that repeat issues are identified and then eliminated.
3. Answer complaints/enquiries referred to them by the TIO, Dept of Fair Trading or from customers who have exhausted all levels of escalation via customer service team
4. Liaise and communicate with other departments in the company to ensure compliance
5. Reporting quarterly on all complaints and implementing strategies to improve the customer experience.
6. Provide regular complaint handling training and feedback to customer service staff in relation to unresolved complaints they receive.

The Telecommunications Industry Ombudsman

If you are not satisfied with our review of your complaint or with the way in which **cardcall** have handled the matter, complainants can seek advice from the Telecommunications Industry Ombudsman (TIO).

The TIO is an alternative dispute resolution scheme for small business and residential consumers who have a complaint about their telephone or internet service.

The TIO is a free service. You can refer a complaint to the TIO at any time as long as you have attempted to resolve it with **cardcall** first.

Contact Details of the Telecommunication Industry Ombudsman (TIO)

Telephone	1800 062 058
Email:	tio@tio.com.au
website	www.tio.com.au