

# Complaints Policy



**At Blink, we're committed to providing our customers with Australia's best ISP service.**

**We greatly appreciate your decision to give us your business and be part of our community. If at any time our service has failed to meet your expectations or you have a concern with Blink, we'd like you to tell us.**

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

## **What is a complaint?**

At Blink, we see a complaint as a customer being dissatisfied about any of our products and services or the way we've managed them.

## **Who can make a complaint?**

Anyone has the right to make a complaint. We will ensure that all complaints are dealt with efficiently, fairly and objectively.

## **Step 1: Please talk to us – How Blink handles complaints**

If you are dissatisfied with any aspect of our service, please contact Blink's Customer Contact Centre directly so we can resolve your problem as quickly as possible at 1800 254 654.

Where possible, we will try to resolve your concern at your first point of contact. If the Blink Customer Service Consultant is unable to resolve a complaint themselves they will transfer your complaint to a more appropriate person to ensure that your complaint is resolved to your satisfaction. If you are not satisfied with the resolution, your complaint will be escalated to a supervisor or manager.

We're committed to acknowledging and dealing with your complaint in a prompt manner.

We will use our best endeavours to acknowledge your complaint within 2 days of receipt. We will further endeavour to provide a resolution to your complaint within 14 days of receipt.

## **Step 2: Telecommunications Industry Ombudsman (TIO)**

If your complaint is still not resolved to your satisfaction, you may refer your complaint to the Telecommunications Industry Ombudsman.

The TIO may also investigate complaints about breaches of consumer codes of practice developed by Communications Alliance. The TIO can be contacted:

- Online at [www.tio.com.au](http://www.tio.com.au)
- Via Telephone at 1800 062 058
- Via Mail: TIO, PO Box 276, Collins Street West, MELBOURNE VIC 8007

If your complaint is not resolved to your satisfaction by Blink and your concern involves a carrier license or regulatory issue, you may contact the government industry regulator, the Australian Communications and Media Authority (ACMA), or alternatively, you may choose to seek independent legal advice from a solicitor.

## **Blink's responsibilities and rights when managing a customer's complaint**

- To continually improve our standard of customer service
- As a Blink customer, you have access to a complaint management process
- Our aim is to resolve all problems and complaints to your satisfaction at the local level, quickly and effectively
- As a Blink customer, you can expect to be kept informed of proposed actions, expected timeframes and the progress of the resolution of the complaint

## **Your Legal Rights**

Nothing in this Customer Complaints Policy limits or detracts from your rights under the Standard Terms and Conditions for your service, the Telecommunications Act, the Competition and Consumer Act 2010 or any other laws. You do not have to follow the complaint handling procedures in this Statement. You are always free to take independent action to enforce your rights. However, we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.

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