

## **MGM Telecom**

### **Customer Complaint Handling Policy**

#### **1. INTRODUCTION**

At MGM Telecom we are committed to providing our customers with the best products and service. This policy details how MGM Telecom handles customer complaints in relation to our products and services.

This policy is compliant with the ACIF Industry Code on Complaint Handling.

#### **2. YOUR LEGAL RIGHTS**

Nothing in this policy limits or detracts from your rights under the Standard Terms and Conditions, the *Telecommunications Act*, the *Trade Practices Act* or any other laws.

You do not have to follow the complaint handling procedures in this Statement; you can choose 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.

#### **3. HOW MGM TELECOM WILL HANDLE COMPLAINTS**

The MGM Telecom complaint handling policy aims to provide an efficient, fair and accessible mechanism for customer complaints.

MGM Telecom Customer Care will be your single point of contact; whether you wish to register a complaint about technical difficulties, billing issues, or MGM Telecom Authorised dealers and staff.

Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries.

It may not always be possible to resolve a complaint on the first call, for example, because records have to be reviewed or enquiries made with MGM Telecom Authorised dealers or staff. Our objective is that complaints that cannot be resolved during the first call will be resolved within the timeframes agreed with the customer.

**To provide a check on the handling of complaints MGM Telecom supervisors will:**

- Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution been reached.
- Call back a cross section of customers to discuss the handling of the complaint by MGM Telecom, with a view to understanding how we can do better; and
- Review all complaints which have not been resolved within our timeframes, and determine what action is needed to resolve those complaints quickly.

#### **4. HOW TO APPEAL TO MGM TELECOM SENIOR PERSONNEL**

If you are not satisfied with the way in which the Customer Service Representative has handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

## 5. COMPLAINTS IN WRITING

MGM Telecom prefers to deal with complaints and enquiries by telephone as this usually allows a quicker resolution. **However if you wish to lodge a written complaint you can forward your correspondence to:**

MGM Telecom  
Customer Care  
P.O. BOX 554  
MOUNT WAVERLEY VIC 3149

A verbal or written acknowledgement will be made within five working days after receiving your letter with a time frame for investigating your complaint and when you can expect us to get back to you.

## 6. TAKING APPEALS OUTSIDE MGM TELECOM

MGM Telecom believes that its internal appeal process will provide the quickest and most effective way to resolve complaints. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through the MGM Telecom review process before complaining to the TIO. You should note, however, that the TIO service is intended as a "last resort" for telecommunications subscribers with complaints. The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO then you may wish to raise it with the ACMA.

**To lodge a complaint with the TIO you can call on 1800 062 058 or write to -**

TIO  
PO Box 276  
Collins Street West  
MELBOURNE VIC 8007

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