

At Callnet we are unwavering in our pursuit of excellent customer service. However, we acknowledge that perfection is a journey, not a destination, and sometimes things might go as planned.

This document highlights our steadfast commitment to addressing and resolving any concerns our customers might have. We see every piece of feedback as a chance to refine our offerings, and should a complaint present challenges, we take decisive steps to escalate and address it.

Our aim is not just to resolve issues but to continually elevate our services and fortify the trust our clients place in us.

What is a Complaint?

A complaint, in the context of our service and customer interactions, is a formal expression of dissatisfaction or concern. This can relate to any aspect of our organization, products, services, staff, or processes. It might stem from an action we took, an action we did not take, the quality of our service, or lack thereof.

Here, we differentiate between different types of complaints:

Service Complaint: Pertains specifically to dissatisfaction with the quality or delivery of the product or service offered.

Operational Complaint: Relates to processes, procedures, and operational aspects such as billing, delivery, or communication.

Behavioural Complaint: Concerns relating to the conduct, behaviour, or attitude of a staff member.

Product Complaint: Issues with the functionality, performance, or quality of a product.

Principles of Our Complaint Handling

Transparency: Our process for making complaints is easily accessible and well-publicised.

Accountability: We ensure responsibility for decision-making is clear and remains with Callnet Pty Ltd

Confidentiality: All complaints are treated with utmost discretion.

Feedback: Complainants are kept informed about the progress of their complaint.

Continuous Improvement: Feedback, both positive and negative, is used to enhance our services.

Complaints Process

Once a complaint is received, it is immediately logged into our system to ensure tracking and resolution. An acknowledgment is promptly sent, usually within two working days, to let the complainant know that their concern is being addressed. Depending on the nature and complexity of the complaint, a deeper dive may be initiated to gather more comprehensive details, which could involve reaching out to the complainant for additional information or clarification. This meticulous approach allows us to understand the root cause and work towards a solution.

Every effort is made to resolve complaints within 10 working days of receipt. However, we also understand that some issues might need a longer investigation or coordination with other departments or partners. In such cases, the complainant is informed about the anticipated timeframe for resolution. Once a decision or solution has been reached, we communicate the outcome, providing clear reasons for our decision and, if applicable, steps for further action or redress.

Should the complainant feel that their concern hasn't been adequately addressed, they have the option to request a review of the decision. This second layer of scrutiny ensures that all aspects of the complaint have been thoroughly considered. Throughout the process, we maintain an open line of communication, providing updates when necessary and ensuring that the complainant feels heard and valued.

How to Lodge a Complaint:

- In person: Visit our office and speak directly to our customer service representatives.
- Phone: Call (03) 6449 8888.
- Email: Send an email to complaints@callnet.com.au
- Online: Visit our website and fill out the contact us page at www.callnet.com.au