

## **KISA Pty Ltd**

### **KISA COMPLAINT HANDLING POLICY**

At KISA, we endeavour to provide you with the best possible service and products. However if you are not satisfied with our services or products, you have the right to make a complaint to us. We also welcome any positive feedback you may want to provide about our staff, services or products.

We take your feedback seriously and strive to resolve the issue in a professional, prompt, effective and respectful manner. To make a complaint you should contact us on 1300 557 453 and let us know the nature of your complaint. We will try to resolve the issue immediately, however if we cannot we will endeavour to resolve it within 14 working days. If we are still unable to resolve the complaint within the initial 14 working days we will advise you before the 14 working days is up of an additional time required to offer you a suitable resolution. Matters such as Financial Hardship, or possible disconnection of the service, will be deemed to be urgent and will be dealt with in 2 working days. As we work to resolve your complaint, we may contact you if we require more information.

You can also send a complaint via:

Web: <https://www.kisaphone.com.au/contact>

Post: PO Box 2323, Moorabbin, Victoria, 3189

Whenever we receive a complaint we will issue a unique Complaint Reference Number and advise you of the timeframe involved in responding to the complaint. You should retain this number in case you need to contact us so we can access a detailed record of your complaint and be able to assist you further.

If you are not satisfied with our proposed resolution or timeframe you can escalate the issue to a Complaint Handling Manager, who will review the complaint and will aim to offer a satisfactory resolution. The Complaint Handling Manager may also re-prioritise the complaint depending on the circumstances.

If you are still not satisfied with our handling of your complaint, you have the right to have your complaint referred to Telecommunications Industry Ombudsman (TIO) to assist.

To lodge a complaint with the TIO you can call 1800 062 058 or contact them via their website [www.tio.com.au](http://www.tio.com.au)

For Interpreter service for languages other than English please call: 13 14 50.