

# Freedom Internet Complaints Handling

## WHAT CONSTITUTES A COMPLAINT?

The Telecommunications (Consumer Complaints Handling) Industry Standard 2018 defines a complaint as an 'expression of dissatisfaction made to a carriage service provider by a consumer in relation to its telecommunications products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected by the consumer.'

It does not include an initial call to request information or support or to report a fault or service difficulty unless a consumer advises that they want that call treated as a complaint and does not include an issue that is the subject of legal action.'

## COMPLAINTS HANDLING:

Freedom Internet strives to provide you with the best services, products and most importantly the best Customer Service. If you do feel dissatisfied with our service and you wish to make a complaint, we aim to resolve your concerns in a timely manner with an outcome that is both fair and reasonable.

Anyone has the right to make a complaint, and we ensure that all complaints are dealt with efficiently, objectively, and fairly. We will not charge you to make a complaint.

We'll also provide help to anyone who needs it to formulate, lodge, and progress a complaint with us.

This means, that when you make a complaint, we'll immediately acknowledge the complaint and give you:

1. A unique reference number so you can identify and follow up on your complaint;
2. An estimated timeframe for when we'll resolve your complaint; and
3. Details on how you can get information about our complaint handling process.

We will also inform you about our internal prioritisation and escalation process.

Where a complaint is made by email, through one of our websites, by post, or recorded message, we will ensure we get this information to you within one working day of receiving your complaint.

### Urgent Complaints include the following:

1. Customers who fall under our financial hardship policy where the issue relating to the complaint might contribute to that customer's financial hardship;
2. The disconnection or imminent disconnection of a customer's service where we haven't followed the right process in disconnecting their service; and
3. The service of one of our Priority Assist customers.

For urgent complaints, as listed above, we aim to resolve them within two working days of being received.

To improve our services we will also identify, record and analyze customer complaints to determine complaint causes. These will be classified in a manner that will facilitate reporting and analysis of complaint data to coordinate rectification and/or training.

If you have a disability, please let us know so we can tailor our assistance during the complaint process to your needs. You may need an authorised representative or advocate to assist you and we will be pleased to explain how to arrange this.

You can monitor the progress of your complaint by directly contacting the skilled Customer Care team who will be personally handling the resolution of complaint.

## **THE STEPS WE TAKE TO RESOLVE COMPLAINTS**

We would ideally like to resolve your complaint at the time it's raised. However, if we need to investigate it further, our aim is to resolve it, or update you what we're doing to resolve it, within ten working days.

The time we spend investigating a complaint is determined by its seriousness and complexity, and we're committed to resolving complaints as soon as possible. Our investigation process begins as soon as we become aware of your complaint. Once we have investigated your complaint, we will endeavour to contact you or your representative, and will propose a resolution.

If we cannot contact you or your representative, we will write (or e-mail) you stating we were not able to contact you, provide details of those attempts and invite you to contact us to discuss the complaint within a specific timeframe no less than ten working days from the date of the correspondence. If no response is received from you or your representative after ten working days of the date of the correspondence the complaint will be closed.

Your complaint will stay registered for six months after closure of the complaint (where we have been unable to contact you), should you get in touch in that period, we will reopen the complaint and revisit our investigation.

Should you wish to accept our resolution, we will aim to complete all steps to implement that resolution within 10 working days. We will only implement the resolution once it has been accepted by you.

The only cases where this may differ, is when you agree to a different timeframe for resolution, or we need you to do something in order to resolve the complaint. Again, we will only close your complaint or implement a solution when you have agreed to that solution.

Sometimes, we might not be able to resolve a complaint within the timeframes set out above. If that's the case, we'll contact you and explain the reason for the delay and give you a new timeframe for resolution.

We will provide written confirmation of the resolution of a complaint within five working days if you ask

US.

## HOW TO MAKE A FORMAL COMPLAINT:

### By Phone:

The easiest way to resolve an issue is to give us a call, let us know, speak with one of our Service Desk Representatives so we can better support you. We can be reach by phone at:

- New Zealand +64 9 281 2970

### In writing:

- Email us at: [support@freedominternet.co.nz](mailto:support@freedominternet.co.nz)
- By post: Attn: Complaints Resolution Team, 248B Marua Road, Mt Wellington, Auckland, 1051

If your complaint is made in writing, we endeavour to contact you within 24 to 48 hours of its receipt. Should you choose to email or write to us with your complaint, we will acknowledge your communication within 2 working days of receiving it.

Once a fair and reasonable resolution to your complaint has been reached will send you a letter or email confirming the resolution if you wish.

## WHAT HAPPENS IF YOU'RE NOT HAPPY WITH THE OUTCOME?

If you're not happy with how we have proposed to resolve your complaint. You can ask for us to escalate the complaint and review the resolution you were offered. This may involve an escalation to the next level of management. If you are dissatisfied with the progress or outcome of your complaint, we will advise you of Freedom Internet's internal escalation process within five working days, or two days for urgent complaints, after receiving your advice. Finally, if you feel you cannot resolve this with us in the time allotted you can also visit the New Zealand Consumer Protection department <https://consumerprotection.govt.nz> to report a complaint.