

# Telecommunications Industry Ombudsman Complaints Policy

## Document information

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# Introduction

## 1. Purpose

The Telecommunications Industry Ombudsman (**TIO**) is an independent dispute resolution service for resolving certain complaints in relation to telephone and internet services.

As a member of the TIO Membership Scheme, VicTrack is required to comply with the TIO Complaints Handling Procedure (**Procedure**) (accessible via <https://www.tio.com.au/about-us/policies-and-procedures>).

The purpose of this Policy is to set out guidelines for the correct handling by VicTrack of complaints that are registered with the TIO and referred to VicTrack for action.

## 2. Scope

### 2.1 Customers Covered by the Policy

This Policy applies to VicTrack customers and members of the public who have registered eligible complaints with the TIO in relation to VicTrack landline, mobile and internet services (**VicTrack Service**).

### 2.2 Complaints Covered by the Policy

This Policy applies to the complaints registered with the TIO about the following matters relating to VicTrack Services:

- Billing and debt recovery;
- Breach of privacy;
- Connecting new services;
- Transferring a service;
- Faults;
- Repair and maintenance services;
- Manner of charging (but not setting of prices);
- Poor Customer Service;
- Service access difficulties;
- Unreasonable and repeated delays or failure to deliver as promised;
- Dissatisfaction with service provided and methods used to remedy complaints;
- Safety Issues about telecommunications services;
- Breach of industry code;
- Mass Service disruptions; and

- Access to and/or damage to land and property.

### 2.3 Complaints Not Covered by the Policy

The Policy does not apply to complaints registered with the TIO about the following matters relating to VicTrack Services:

- Telecommunications policy;
- Rates and Service Provider charges;
- Services the Service Provider does not offer;
- Anti-competitive business practices;
- Content accessed by the customer via the Service Provider services;
- Customer equipment which is not for the purpose of accessing the service;
- Service providers monitoring calls for training purposes, as part of network maintenance, or to protect a network from improper use; and
- Complaints from VicTrack staff about VicTrack Staff.

## 3 Definitions

<b>TIO Complaint</b>	A complaint regarding a VicTrack Service, which has been registered with the TIO and has or is expected to be transferred to VicTrack as a Referral or an Enquiry Referral.
<b>Complainant</b>	A person who registers a TIO Complaint with the TIO.
<b>Referral</b>	A TIO Complaint relating to a matter that the Complainant has previously raised directly with VicTrack and for which VicTrack was provided an opportunity to resolve.
<b>Enquiry Referral</b>	A TIO Complaint relating to a matter that the Complainant has not previously raised directly with VicTrack.

## 4 VicTrack Response Times for TIO Complaints

In accordance with the Procedure, VicTrack will respond to TIO Complaints within the following Response Times

Complaint Type	Response Time
Standard Referral*^	Ten (10) Business Days
Enquiry Referral*^	Fifteen (15) Business Days
*Where the TIO Complaint carries Medical or Safety Risk	Two (2) Business Days

^Where the TIO Complaint relates to matters known to the Complainant two (2) or more years prior to the date of the TIO Complaint	Twenty (20) business Days
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## 5 Roles and Responsibilities

For any Referral or Enquiry Referral, VicTrack undertakes to:

- provide the TIO with a 'single point of contact' to act as the liaison for the Complainant;
- contact the Complainant to gain an understanding of the TIO Complaint and arrange for a resolution within the required Response Time;
- inform the TIO if they are unable to contact the Complainant;
- where applicable, cease credit management for disputed charges while the TIO complaint is open;
- co-operate with the TIO to the extent required to meet its obligations as a member of the TIO Membership Scheme in resolving complaints; and,
- keep a record of all Referrals and Enquiry Referrals, including any relevant actions and resolution details.

## 6 Reference Documents

- Telecommunications (Consumer Protection and Service Standards) Act 1999
- Telecommunications (Customer Service Guarantee) Amendment Standard 2011 (No.1)
- VicTrack Policy – TS-PO-093 Telecommunications Customer Service Guarantee
- Telecommunications Industry Ombudsman Complaint handling procedure  
<https://www.tio.com.au/about-us/policies-and-procedures>

## 7 Reviews and Amendments

This Policy:

- will be reviewed once every two years at a minimum or as required by industry or business changes;
- is accessible by VicTrack customers and members of the public via VicTrack's website; and
- is accessible by VicTrack Staff via VicTrack's intranet site (The Loop) and document management system (Content Manager).
- The content of this document is uncontrolled when printed.