



Byteway PTY LTD
Ph 1300298392
Shed 2/30-32 Butt St,
Canadian VIC 3350
(Ballarat)
www.bytewaytel.com.au

COMPLAINTS HANDLING POLICY

We pride ourselves on world class customer service experience but also understand that we are only human and at times things get wrong.

You have a right to make a complaint if you are dissatisfied with our services or how we've handled your enquiry. If you have not received the support you expect, we want you to let us know so that we can get it right. If it's not clear to us whether you wish to make a complaint, then we will clarify this with you. We will not charge you for handling your complaint. We will acknowledge receipt of your complaint as soon as we receive it.

The steps we take to resolve Complaints

We'll try to resolve your complaint at the time it's raised. However, if we need to investigate it further, we'll aim to resolve it, or tell 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.

We will contact you or your representative regarding your complaint. We will make multiple attempts on consecutive days to contact you. Once we make contact, we will propose a resolution to your complaint.

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.

While your complaint is being investigated, we ask that any outstanding amounts on your bill that you are not disputing be paid. We will not take credit management action on amounts that are part of your complaint, nor will we cancel your service just because you are making a complaint.

What happens if you're not happy with the outcome?

If you're not happy with how your complaint has been resolved, you have a number of options.

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, or the appointment of a case manager in one of our specialised teams.

There are also some external dispute resolutions available to you. This includes making a complaint to the Telecommunications Industry Ombudsman (TIO). <https://www.tio.com.au/> we will not cancel your service for the sole reason that you were unable to resolve the complaint directly with us and pursued options for external dispute resolution.

For broader telecommunications issues that may be outside the jurisdiction of the TIO, you can also contact the Australian Communication & Media Authority (ACMA) or, for trade practices issues, the Australian Consumers Competition Commission (ACCC).



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How to make a complaint or check the progress of a complaint

If you need to make a complaint, or would like to check the progress of a complaint, please contact us by one of the following methods:

Email: admin@Byteway.com.au

Mail: Shed 2/30-32 Butt St, Canadian VIC 3350 (Ballarat)

Phone: 1300 298 392