Complaint Handling Process

Your feedback is important to us; we want to hear from you whether it's good or bad. While we always aim to provide you with awesome customer service, if you haven't received the service you expected, you have the right to make a complaint. Our complaints handling is free of charge, and we won't treat you any differently for making a complaint. Knowing when we haven't got it right helps us to identify the ways to continually improve and helps us to continue to offer you the products and service you deserve.

What is a complaint?

A complaint is any expression of dissatisfaction or grievance made to us about our products or services, or the way we have managed a complaint, including complaints relating to network outages. We don't treat the first time you contact us to request information or support or report a fault or service difficulty as a complaint, unless you ask us to. If we're unsure you want to make a complaint, we'll ask you.

How can I make a complaint?

You can make a complaint using the following methods:

Give us a call	Our customer care team are available to help you *Available 8am - 8pm, 7 days a week*. Call 12612 from your Kogan mobile. Call *1300 056 426 from any other handset*.
Mail	Our mailing address is Kogan Mobile Customer Care, GPO Box 2579, Melbourne, VIC 3001.

Getting help making a complaint

Our staff are trained and will help you to formulate, make and progress a complaint. This includes customers with accessibility requirements, disabilities, consumers from non-English speaking backgrounds and consumers who are or may be experiencing financial hardship and have applied, or entered an arrangement, for financial hardship with us.

For complaints made:

- by phone or live chat, we'll begin to assist you immediately.
- via our online form, mail or email, we'll contact you within 2 business days of receiving your complaint.

If you require support or help to make or handle your complaint, you can nominate an authorised representative to contact us on your behalf (make sure you give us

permission to speak with them about your complaint) or appoint an advocate (someone authorised to deal with us on your behalf, subject to you being present).

If you have a hearing or speech impairment, you can contact us by using the National Relay Service. If you're from a non-English speaking background, you can contact us via a language interpreter service or nominate someone to assist you. Please note you may incur fees from any third-party services you engage to assist you. For further information on support services, view our Accessibility needs and translation services page.

What can I expect when I make a complaint?

When you get in touch with a complaint, we will:

- acknowledge your complaint has been received (where applicable) and give you a reference number. Keep this number, in case you need to speak with us again or want to monitor the progress of your complaint. You can do this by using the contact methods above; and
- provide an initial assessment of your complaint.

We will ensure when you make a complaint, to the extent possible, we minimise the waiting time and call transfers, and that you're not dealing with multiple persons to resolve your complaint.

If your issue can't be resolved immediately, we'll investigate the complaint or offer to escalate it to a supervisor who will take over the investigation and management of your complaint or offer to have it prioritised, so a supervisor manages your complaint. In the case of an escalation or prioritisation, the supervisor will be in contact within 2 business days to further discuss your complaint.

No matter how you choose to reach out to us, you can expect us to communicate our decision and a proposed resolution within 10 business days of receiving your complaint.

For urgent matters (such as financial hardship, or where disconnection of your service is imminent or happened without due process), your complaint will be handled within 2 business days, including implementing the resolution if you agree to it. We identify urgent complaints if you have told us, it is urgent or based on what we have identified in your complaint.

We'll reach out to you if we need more information, have a resolution in mind or if the timeframe to resolve your complaint changes. If there's a delay, we'll tell you the reason why and the new timeframe. We'll also let you know your options for external dispute resolution if the delay is expected to be longer than 10 business days from our standard

timeframes and the reason for the delay isn't caused by a notified mass outage of service.

If your complaint does not relate to our products or services, we'll try to help you identify a course of action. While we work to address your complaint, we'll pause credit management action on any amounts that are related to your complaint. We won't cancel your service just because you are making a complaint and pursued options for external dispute resolution, and we won't make any changes to your account without your agreement.

If, at any stage of the process, you're not happy with the progress or handling of your complaint, you can request for it to be escalated to a supervisor.

Throughout the process, your personal information is managed in accordance with Kogan Mobile's Privacy Policy.

What do I need to do after making a complaint?

To help us resolve your complaint quickly and effectively, we may need your assistance in understanding your specific concerns and issues. In those cases, we'll let you know. We may also need access to your account, so make sure that you – or your authorised representative – know the details of your services and have your complaint reference number handy.

We'll always try to contact you to discuss your complaint and resolve it as quickly as possible. If we're unable to contact you, we'll write to you to let you know the details of our attempts to reach you and how you contact us if you still have a complaint.

When will my complaint be resolved?

We will always try to resolve your complaint as quickly as possible. Once you have agreed to a proposed resolution, we will complete and implement the agreed resolution:

- within 2 business days for an urgent complaint; or
- within 5 business days for a standard complaint; or
- as otherwise agreed with you, such as where we have advised you about a delay for technical or other reasons; and
- close the complaint,

unless we are waiting on you to take a step necessary for us to take further action to resolve your complaint.

For complaints about alleged billing errors, we will resolve your complaint no later than the end of the next billing cycle immediately following your current billing cycle or within 30 calendar days (whichever is sooner).

Where you have indicated to us that you would like your complaint to be given priority or be escalated, we will within 5 business days assess the complaint and prioritise and/or escalate (as appropriate).

If you request us to provide you with written confirmation of the proposed resolution of your complaint, we will do so within 5 business days after receiving your request.

We will confirm the resolution with you in writing within 5 business days after we complete our investigation of the complaint.

We will not close your complaint without your consent, except where:

Issue	**Action we will take**
We have not been able to contact you after 5 attempts on separate days over a maximum of 10 days	We will close your complaint and send you a notice to advise of our contact attempts and your right to contact us within 10 business days to continue to discuss the complaint.
We reasonably believe, after careful consideration, that we can do nothing more to resolve the complaint or assist you and your behaviour or complaint is frivolous or vexatious.	In this case, we will within 5 business days advise you that we will not deal with your complaint (and the reasons why), unless it is part of an external dispute resolution process, and explain your options for external dispute resolution. If requested by you, we will confirm these matters in writing within 5 business days of your request.

If you tell us you are dissatisfied about our response times or prioritisation of your complaint, such as having your complaint treated as an urgent complaint, we'll let you know how we prioritise a complaint, options available to escalate with us and external options available for dispute resolution, including referral to the TIO. We'll do this within 24 hours.

If you tell us you are dissatisfied with the progress or resolution of your complaint or would like to enquire about your options to pursue a complaint further, we'll let you know about our internal escalation process and external options available for dispute resolution, including referral to the TIO. We will do this within 24 hours of receiving your request.

What if my complaint is still unresolved?

If at any stage of the process you're unhappy with the management of your complaint or the complaint is unresolved after 30 days, you can request that we escalate your

complaint. This escalation will be done within 5 working days of you indicating you would like the complaint to be escalated.

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. If your complaint hasn't been resolved within 30 days of us receiving your complaint, we may provide you with information about how you can contact the TIO on the next business day after that period and in other circumstances.

The Telecommunications Industry Ombudsman can be contacted by:

Phone	1800 062 058
Online	'Online complaint form' or via webpage
Email	tio@tio.com.au
Post	PO Box 276, Collins Street West, VIC 8007
Fax	1800 630 614

We will not begin legal proceedings on the same subject matter where a complaint remains unresolved internally, if it's within 7 working days after we propose an outcome, or while the complaint is being investigated by the TIO.