



## COMPLAINTS HANDLING POLICY

### Complaints

Complaints may be raised by customers if our products and services are found to be unsatisfactory or unacceptable. If a complaint is raised, we will deal with the complaint in a fair, efficient and objective manner. Our goal is to resolve any problems you may have quickly and efficiently.

#### What to Expect When Making a Complaint

Ideally, we will try to resolve your issue immediately, however, some issues may require further investigation. In this case, we will update you about a resolution within five working days. If your issue is complex and requires more than five working days to solve, we will aim to resolve it within fifteen business days, while providing updates as the resolution progresses. In the event that the issue requires more than fifteen days to resolve, we will let you know and discuss the timeframes with you.

### Urgent Complaints

Your complaint will be treated as urgent if:

- You have applied for financial hardship under our Financial Hardship Policy and your issue of complaint directly contributes to the Financial Hardship you are experiencing, or
- If your service has been disconnected or is about to be disconnected due to a process that has not been followed.

### How to Make a Complaint

If you wish to make a complaint, please visit our website and select the Contact option:

Website: [www.just-isp.com](http://www.just-isp.com)

### What Occurs After?

At the end of the complaints process, we will confirm with you that you are happy with the outcome, and agree to consider the matter finalised.

If you tell us that you are not happy with the complaint timeframes, its progress or outcome, you can ask the Telecommunications Industry Ombudsman (TIO) to assist by calling 1800 062 058.