

LeapCom Complaint Handling Policy

We're all about putting the "customer first" approach in our processes in handling complaints. With constant feedback and communication, we could positively enhance the customer satisfaction and experience. The following are the details of our complaint handling policy and management process.

What is a Complaint?

A complaint is 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.

If there is any issue with our products or you are dissatisfied with any of our services or how we handled your enquiry, and it has been reported it to us, then the complaint will be handled and resolved it in a timely manner.

Who Can make a Complaint?

Whether or not you are customer of LeapCom you are entitled to make a complaint. However, we need to be contacted so we can resolve any issue under our control. We also need clarity from you in order to address and resolve the issue at hand. We can assist you though to formulate, make and progress a complaint.

Types of Complaints and Priorities

Every complaint registered with LeapCom are important and we try to resolve it with in the best possible timeframe. We will prioritise your complaint based on its complexity and the impact on you and our business. Complaints will be processed in the order they are received but subject to the level of urgency as well. The following table describes how we prioritise the complaints received.

Priority	Description	Ownership
Low	Affecting ability to use services billed for	Handled by us
Medium	Escalation required due to dissatisfaction with service provided since issue raised	Handled by us and any third-party provider if required
Urgent	Life threatening emergencies, fraud, privacy issues, imminent disconnection financial hardship, failure to follow due process	Handled by us, any third-party providers and/ or Law Enforcement Agencies

How to get in touch with us?

- Email us at complaints@leapcom.com.au
- Calling us on 08 6830 1700 (Monday – Friday 09:00AM – 05:00PM)
- By Post to LeapCom, PO Box 7221, Lower King WA 6330

The Process we follow and Resolution Timeframes

Making a Complaint

At LeapCom, when you make a complaint, we will acknowledge the complaint and provides you:

- A Complaint Reference Identifier (ID) unique for the registered complaint.
- An estimated timeframe for the complaint resolution.
- The email and name of the person assigned to the complaint.
- The steps involved in the complaint handling process.
- The steps in how you can monitor the complaint.

The following are the standard time frames we adhere to while handling your complaints.

Actions	Time frame
Complaint Acknowledgement	In Person or By Phone or via Member Portal - Immediately In Writing - Within 2 Working Days after receiving the Complaint
Resolution of Urgent Complaints	Within 2 Working Days
Resolution of most Non-Urgent Complaints	Within 15 Working Days
Implementing the resolution agreed	Within 10 Working Days

The assigned person for each complaint registered will try to meet the time frame. In case of any delays caused, before the lapse of the timeframe, we will let you know the reason for the delay, when you can expect the complaint to be resolved and what we could provide within the 10 days period.

LeapCom understands the importance of effective communication in the complaint process. If English is not your first language, you can contact us through the **TIS National's translating and interpreting service**. The contact number is **131 450**. Information on this service is available on <https://www.tisnational.gov.au/en/About-TIS-National>. If you have difficulties with hearing, deaf or impaired speech, you can contact us using the National Relay Service. Information of this service is available on their website <https://internet-relay.nrsccall.gov.au/>.

The proposed resolutions will be communicated via email or post for your confirmation. In case, we haven't heard back from you, the person assigned with the complaint will make multiple attempts to contact you during the day. If we haven't received any response from you or the assigned person

cannot reach you in 10 working days, we will close the complaint. In case, you contact us within 14 days after the closure of the complaint, we will open the closed complaint and continue the process. If you contact us after 14 days from the closure of the complaint, we consider it as a new complaint although we use the information from the original complaint as part of the new complaint.

Escalation of a Complaint

We can escalate a complaint to senior management if you are not satisfied with the proposed resolution. If the progress of the complaint handling process and/or the proposed final resolution is not satisfactory for you, you can initiate external dispute resolution options available to you. This includes contact the Telecommunications Industry Ombudsman (TIO). You can contact the TIO, on 1800 062 058 or contact them via their website www.tio.com.au.

Closing of a Complaint

We close the complaint raised with us in the following cases.

- If you agreed with the resolution and we implemented the resolution in the timeframe.
- If we haven't received any response from you or the assigned person cannot reach you in 10 working days.