

---

# COMPLAINTS HANDLING POLICY

---



## OUR PRINCIPLES:

You have a right to make a complaint, and if you do we will deal with your complaint in an effective and efficient manner, with fairness, courtesy and through a transparent process.

We will use our best efforts to solve any problems you may have during your first contact with us.

Our complaint handling process is implemented in accordance with the *Telecommunications (Consumer Complaints Handling) Industry Standard 2018* and responsibility for compliance with the process lies with our founder, Andrew Buchanan.

## FREE OF CHARGE:

We will not charge you for dealing with your complaint.

## HOW TO MAKE A COMPLAINT:

1. By sending an email to [support@southcloud.online](mailto:support@southcloud.online)
2. By calling us on [1800 001 555](tel:1800001555), 9:00am to 6:00pm Monday to Friday AEST
3. By sending a letter to PO Box 784, Bowral NSW 2576.

If you call us from a landline, your call is free of charge. Note that calling us from a mobile may be more expensive.

We will help you to formulate, make and progress your complaint if you request this.

If you are deaf or have a hearing or speech impairment you can use the services of the National Relay Service to make a complaint. If English is not your first language you may use the services of the National Translating and Interpreting Service to make a complaint.

Of course you can appoint an authorised representative or advocate to make a complaint on your behalf. To ensure you have authorised the person to discuss the complaint on your behalf, we require you to complete our 'Appointment of an Advocate' or 'Appointment of an Authorised Representative' form which is accessible at [www.southcloud.online](http://www.southcloud.online).

## WHAT WE WILL DO:

### Acknowledge complaints

We will acknowledge we have received your complaint within 2 working days of receiving the complaint.

When we acknowledge your complaint, we will give you a unique reference number to enable you to easily follow up on your complaint. We will also give you an indicative time frame for resolving your complaint. You can follow up on your complaint by emailing us at [support@southcloud.online](mailto:support@southcloud.online) or by calling [1800 001 555](tel:1800001555).

### Resolve complaints

Our goal is to always resolve your problem during your first contact with us.

Sometimes this is not possible and we need to investigate the matter. We will then agree with you on how to resolve your problem (this may include waiving of fees or other commercial solutions) and advise you accordingly within 15 working days of receiving your complaint. We will advise you in writing if you request this.

If your complaint is about alleged billing errors, we will resolve your complaint no later than the end of the billing period immediately following your current billing period.

Occasionally it may take longer than 15 working days to investigate your problem and in this case we will explain why and give you a new expected timeframe.

If the delay is more than 10 working days (and is not the result of a mass service disruption) we will also inform you about your options for external dispute resolution such as the TIO.

Once we agree on how to resolve your problem, we will implement all actions required to resolve the issue within 10 working days, unless you agreed otherwise or unless you have not done something that we needed you to do and we cannot proceed because of this.

## WHAT IF YOUR COMPLAINT IS URGENT:

Your complaint will be treated as urgent:

- if you have applied for being in financial hardship under our Financial Hardship Policy and the issue you are complaining about directly contributes to the Financial Hardship you are experiencing; or
- if your service has been suspended or disconnected or is about to be suspended or disconnected and due process has not been followed; or
- you reasonably want your complaint to be assessed and treated as an urgent complaint.

In this case we will agree with you on how to address the issue and implement all required actions to resolve the issue within 2 working days of receiving your complaint. If there is a delay, we will explain why, provide you with a new expected time frame, and if it is a longer delay also inform you about your options for external dispute resolution by the TIO.

## IF YOU ARE UNHAPPY WITH OUR EFFORTS:

If you tell us that you are not satisfied with the complaint time frames, its progress or the outcome, or if you tell us your complaint ought to be treated as urgent, we will escalate your complaint internally.

We will never cancel your service only because you have contacted an external dispute resolution scheme.

## TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the TIO to assist.


You can contact the TIO as follows:


- Phone: [1800 062 058](tel:1800062058)
- Fax: [1800 630 614](tel:1800630614)
- Online: [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).


The services of the TIO are free of charge.

 [southcloud.online](http://southcloud.online)

 [support@southcloud.online](mailto:support@southcloud.online)

 PO Box 784, Bowral NSW 2576

 Phone [1800 001 555](tel:1800001555)

 [facebook.com/SouthCloud.Online](https://facebook.com/SouthCloud.Online)

 [linkedin.com/company/SouthCloud](https://linkedin.com/company/SouthCloud)

