

Handling of Customer Complaints

PPS STATEMENT ON CUSTOMER SERVICE STANDARDS

Introduction

PrePaid Services (PPS) aims to provide the highest level of customer service, which includes the handling of complaints. This statement outlines PPS' procedures for the handling of customer complaints in relation to our products and services.

It sets out our current complaint handling policy, which is compliant with the ACIF Industry Code on Complaint Handling.

Complaints Handling Procedures - How PPS handles complaints

PPS aims to provide an efficient, fair and accessible mechanism for handling customer complaints.

PPS Customer Service will be your main point of contact within PPS whether you wish to register a complaint about technical difficulties, PPS retailers and staff, or you merely want information about PPS services.

Our aim is to ensure that our complaint handling process is accessible to all customers, including those with disabilities and special needs.

Please call us on:

1300 200 500

Our Call Centre is open from

- 8am – 9pm AEDT Monday – Friday,
- 1pm – 9pm AEDT, Saturday, Sunday and gazetted NSW public holidays;

Providing customers with easy access and a point of contact to lodge a complaint is a fundamental element of our overall complaint policy.

Each person you deal with at PPS Customer Service will identify himself or herself by his or her first name so you know with whom you are speaking.

Our objective is to resolve the vast majority of enquiries and complaints during the customer's first call. Our Customer Service Representatives have the training and authority to deal with most of the problems or enquiries, which customers may have "on the spot".

PPS management will stand behind agreements reached with customers by our Customer Service Representatives.

It may not always be possible to resolve a complaint on the first call, for example, because records have to be reviewed or enquiries made with PPS retailers or staff. Our objective is that complaints that cannot be resolved during the first call will be resolved within time frames agreed with the customer.

To provide a check on the handling of complaints, PPS supervisors will:

- Randomly check records of complaints received by the Customer Service Representatives to ensure that a satisfactory solution has been reached;
- Call back a cross section of customers (where appropriate) to discuss the handling of the complaint by PPS, with a view to understand how we can do better; and
- Review all complaints which have not been resolved within agreed time frames and determine what action is needed to resolve those complaints quickly.

How to appeal to PPS Senior Personnel

If you are not satisfied with the way in which the Customer Service Representative handled your complaint, you can request to be transferred to a supervisor. Where you have raised a matter with a supervisor, he or she will aim to resolve the complaint as soon as possible and within timeframes agreed with you. The supervisor will deal with you personally and not pass messages through other staff.

If you are dissatisfied with the supervisor's handling of the complaint, you can request that more senior PPS personnel review the complaint.

Complaints in Writing or Email

PPS prefers to deal with complaints and enquiries by telephone as this usually allows a quicker resolution.

However, if you wish to lodge a written complaint, you can forward your correspondence to:

PPS Customer Service
Locked Bag 496
Milsons Point NSW 2061

OR Complete the form on our website:
<http://www.ppscards.com.au/contact.htm>

A verbal or written acknowledgement will be made within five working days after receiving your letter or two working days after receiving your e-mail with a time frame for investigating and resolving your complaint.

Taking appeals outside PPS

PPS believes that its internal appeal process will provide the most effective and quickest way to resolve complaints. 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 Telecommunications Industry Ombudsman (TIO) to assist.

You can refer a complaint to the TIO at any time. You do not have to go all the way through the PPS review process before contacting the TIO. You should note, however, that the TIO service is intended as a "last resort" for telecommunications subscribers with complaints. The intention of the scheme is that we try to settle the issue before it is taken to the TIO. If you believe that any complaint raises wider telecommunications policy issues or is outside the jurisdiction of the TIO, then you may wish to raise it with the Australian Communications and Media Authority (ACMA).

To lodge a complaint with the TIO you can call on 1800 062 058 or write to:

TIO
PO Box 276
Collins Street West
MELBOURNE VIC 8007

Your Legal Rights

Nothing in this Statement of Customer Service Standards limits or detracts from your rights under the Standard Terms and Conditions for your service, the Telecommunications Act, the Trade Practices Act or any other laws.

You do not have to follow the complaint handling procedures in this Statement. You are always free to take independent action to enforce your rights.

However, we believe that our complaint handling procedures will provide a quick and effective resolution of your concerns and difficulties.