



## Our Complaints Process

Whilst we do our best to deliver great customer service, we recognise that you may wish to express dissatisfaction with our products, services, staff or procedures.

During the course of your complaint, we will aim to tailor any proposed resolutions to provide a fair and reasonable outcome to all parties involved. Complaints will be handled confidentially, fairly and promptly. We will be courteous, positive and offer constructive solutions to the complainant.

Please follow the steps below to raise and escalate your complaint. In the event that you require assistance with making a complaint, we will be more than happy to assist. If you believe your complaint is urgent, please see the following section of this document.

## First Contact

Please contact Dreamtilt through any of the following means –

Support Ticket Submission via Client Portal – <https://billing.dreamtilt.com.au>

Phone: 1300 306 126

Email: [admin@dreamtilt.com.au](mailto:admin@dreamtilt.com.au)

Post: PO Box 7073, Gladstone. Qld. 4680

Contact Us on our Website - <https://www.dreamtilt.com.au/contact-dreamtilt/>

You will receive acknowledgement of your complaint within **2 business days** if you make your complaint in writing or via email. For complaints lodged in person or via the telephone acknowledgement of your complaint can be provided immediately.

We aim to resolve all complaints within **a maximum of 10 business days** from the date of initial lodgement. Complex problems may be resolved within **15 business days**. We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside these timeframes.

## Urgent Complaints

If you feel your complaint is urgent, please tell us as soon as possible via telephone. We will provide a response to your complaint within **1 business day**.

Urgent complaints differ from regular complaints in that they are treated with higher priority than normal complaints.

We aim to resolve all urgent complaint within **2 business days**. We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside these timeframes.

We consider a complaint urgent when it concerns any of the following:

1. You have asked to be assessed or have been approved for financial hardship assistance and you believe your issue directly contributes to or worsens that hardship.
2. Your issue is about a disconnection that's about to happen, or a disconnection that has happened in error.
3. Your issue is about a service or situation that is dangerous to you or others or you require priority assistance (for example the service is required for a severe medical condition)

## Updates for Your Complaint

You can check up on the progress of your complaint at any time by calling us on 1300 306 126. If you are a current customer you can also check up on the progress of your complaint from your client login at <https://billing.dreamtilt.com.au>

We will advise you either verbally (via telephone) or in writing (via email) of the outcome of your complaint. If you prefer a specific method of contact, this can also be requested when lodging your complaint.

## Escalation to Telecommunications Industry Ombudsman

The Telecommunications Industry Ombudsman (TIO) can also resolve disputes between telecommunication companies and their customers. The TIO is an independent body that provides a free service. TIO describes itself as an office of last resort and only takes up a complaint if the customer has first tried to resolve it with the relevant company.

Dreamtilt asks that if you do have a complaint, you allow us the opportunity to exhaust all possible options before going to the TIO, as in our experience complaints dealt with internally are resolved much quicker than complaints mediated via the TIO.

The TIO can be contacted via the following means:

Telephone: 1800 062 058 or 03 8600 8700

Fax: 1800 630 614 or 03 8600 8797

Email: [tio@tio.com.au](mailto:tio@tio.com.au)

Online: <http://www.tio.com.au/making-a-complaint>

## Calling Dreamtilt with a Hearing or Speech Impairment

If you have a hearing or speech impairment, you can call us via the National Relay Service:

**TTY users:** Call 13 36 77, dial 0, then ask for 1300 306 126

**Speak and Listen users:** Call 1300 555 727 then ask for 1300 306 126

**Internet relay users:** Visit the NRS website (<https://nrschat.nrscall.gov.au/nrs/internetrelay>) and enter 1300 306 126

## Translation into Different Languages

If you require this policy translated, you can contact the Translating and Interpreting Service (TIS National) via their website here - <https://www.tisnational.gov.au/> or call them on 13 14 50