

Our Policy

Netbright recognises that feedback is essential to enable continuous improvement of our services to meet our customers' needs.

We know that service issues can sometimes cause disruption and frustration for customers and we seek to deal with complaints in a positive and constructive manner.

We are committed to applying a transparent process for managing complaints, and to deal with them quickly, fairly, consistently and courteously.

Our aim is to make it easy for customers to understand how we deal with complaints and ensure that complaints are dealt with the same way, every time.

Our process complies with the requirements of the [Telecommunications Consumer Protections Code C628:2019](#), which protects customers who use mobile phone, landline telephony and Internet services, including NBN.

Making a Complaint

You can make a complaint in the following ways.

- Email feedback@netbright.com.au including as much detail as possible.
- Fill out the web form at www.netbright.com.au/feedback.
- Telephone 1800 358 368 and select Option 2 to speak to the Service Desk.
- Via post to PO Box 3144 Red Hill, Queensland 4701.

We will help you to formulate, lodge, and progress your complaint if you request us to do so. You can appoint an authorised representative or advocate to make a complaint on your behalf.

We will acknowledge receipt of your complaint within two (2) business days of receipt and provide you with a reference for your information.

Once received, the complaint will be notified to the Managing Director, who has responsibility for management of this process.

Assessing Your Complaint

We will make an assessment of your complaint based on the information provided. If we require further information or clarification, we will contact you to discuss and request further information, if required.

We will classify your complaint as simple, or complex:

- Simple complaints should usually be resolved quickly and will not require the involvement of specialised staff or detailed investigation.
- Complex or sensitive matters may take longer to resolve and might need specialist attention.

Our guiding principle is that complaints should be handled in a way that is proportionate and appropriate to the matter being complained about.

We will aim to inform you of the assessment of your complaint within five (5) business days of receipt and provide you with a plan for investigating and resolving your complaint.

Resolving Your Complaint

We aim to resolve a complaint when it is first brought to our attention, and to resolve all complaints within 15 business days of receipt by providing you with a proposed resolution.

If we are unable to provide a proposed resolution to your complaint within fifteen (15) business days, we will advise you of:

- the reasons for the delay, and the proposed timeframe for proposing a resolution to your complaint, and
- if the anticipated delay is a further ten (10) business days or more, your options for external dispute resolution.

If you accept our proposed resolution, we aim to implement all actions required to resolve the complaint within 10 business days, unless you agree otherwise or unless you do not complete an action necessary for us to proceed.

You are Not Satisfied

If you are not satisfied with our proposed resolution to your complaint, or with the time taken to progress the complaint, we will escalate and review your complaint internally.

If you are still dissatisfied, you can lodge a complaint with the Telecommunications Industry Ombudsman by following the process described at www.tio.com.au/making-a-complaint.

We will not cancel your service(s) because you decide to pursue the option of an external dispute resolution process, and we will keep your complaint open for discussion and resolution.