

Complaints Handling Policy

What constitutes a complaint?

The Telecommunications Consumer Protections Code defines a complaint as an expression of dissatisfaction made to a service provider by a customer. That does not include an initial call for service or support.

Complaints Handling:

Here at Spirit we strive to provide you with the best services, products and most importantly the best Customer Service. We're not a big Telco we don't act like one. If you do feel dissatisfied with our service and you wish to make a complaint we aim to resolve your concerns in a timely manner with an outcome that is both fair and reasonable.

How to make a formal complaint:

By calling us:

The easiest way to resolve any issue with Spirit is to call us, let us know, speak with one of our consultants so we can better support you. Simply call 1300 007 001 or 03 9522 9888.

In writing:

Email us at complaints@spirit.com.au

By post:

Attn: Resolutions Team

Spirit Telecom

Po Box 377

Prahran VIC 3181

By Fax:

fax your complaint to 1300 887 813

If your complaint is made in writing we endeavour to answer you within 24 to 48 hours of its receipt.

You can monitor the progress of your complaint by directly contacting the skilled resolutions team member who will be personally handling your complaint. The agent's details will be provided to you when your concerns are initially raised. A senior manager oversees this process.

If you have a disability please let us know so we can tailor our assistance during the complaint process to your needs. You may need an authorised representative or advocate to assist you and we will be pleased to explain how to arrange this.

Your complaint will be treated as urgent if:

You qualify for Financial Hardship support and that hardship results in part from the subject of your complaint or we are disconnecting without due process or you require priority assistance for a life-threatening medical condition.

Once a fair and reasonable resolution to your complaint has been reached will send out a letter confirming the resolution.

If you have a complaint or dispute please contact Spirit, in the first instance. In the event that you would like your issue further investigated you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058; by emailing tio@tio.com.au; by faxing to 1800 630 614 or by post to PO Box 276, Collins St West Vic 8007