

Complaints Handling Process



Purpose and Scope

The purpose of this complaints handling process is to ensure that all customer complaints are addressed fairly, promptly, and consistently. This process applies to any formal or informal complaint related to the products, services, or behaviour of Internet Communications (Services) Limited.

Complaints Definition

A complaint is defined as any expression of dissatisfaction made by a customer or stakeholder regarding Internet Communications (Services) Limited products, services, policies, procedures, or the behaviour of its staff.

Key Principles

Fairness	We are committed to resolving complaints impartially and without bias.
Transparency	We will ensure that all steps in the complaint process are communicated clearly.
Confidentiality	Customer information and details about the complaint will be kept confidential, respecting privacy laws.
Timelines	We aim to resolve complaints promptly, within specified timeframes.

Steps in the Complaints Handling Process

Step 1: Acknowledgment of Complaint

- **How to Make a Complaint**:** Complaints can be made through email or phone.
- **Acknowledgment Timeframe:** Complaints should be acknowledged within 24 hours / 2 business days from receipt.
- **Acknowledgment Method:** A formal acknowledgment via email will be sent to the complainant to confirm receipt of the complaint and outline next steps.

Step 2: Assessment and Investigation

- **Initial Review:** The complaint will be reviewed to determine whether it falls within the scope of our complaints policy. If the complaint is unclear or incomplete, the complainant will be asked for clarification.
- **Investigation:** A designated staff member or department will investigate the complaint, gather relevant facts, and consult any involved parties.
- **Timeframe:** We will aim to investigate Complaints within 3 days from acknowledgment.

Step 3: Resolution

- **Resolution Options:** Once the investigation is complete, the complainant will be informed of the outcome. Potential resolutions include:
 - a. Providing an explanation or apology.
 - b. Offering a refund or service correction.
 - c. Implementing a process change or offering further action.
- **Timeframe:** The complaint should be resolved within 7 days from the acknowledgment.

- **Final Response:** The complainant will receive a clear and written response outlining the findings of the investigation, any actions taken, and the final resolution.
- **Follow-Up:** After the resolution, a follow-up may be conducted to ensure the complainant is satisfied with the outcome and to prevent recurrence of similar issues.

Step 5: Appeals (if applicable)

If the complainant is not satisfied with the outcome, they have the right to appeal the decision. The appeal will be reviewed by a senior manager or independent reviewer not involved in the initial investigation.

- **Appeal Timeframe:** Complaints must be appealed within 2 days of receiving the final response.
- **Resolution of Appeal:** The appeal process will be completed within 7 days of receipt.

Documentation and Record Keeping

- All complaints, investigations, actions taken, and resolutions will be documented in the organization's complaints log and/or database.
- Records will be retained for 6 months to ensure compliance with internal policies and relevant legislation.

Continuous Improvement

- Feedback from complaints will be used to improve products, services, or internal processes.
- Regular reviews of the complaints handling process will be conducted to ensure its effectiveness and to identify areas for improvement.

Training and Awareness

- Staff will be trained in how to handle complaints, ensuring they understand their role in the process and maintain professionalism and empathy.
- Customers will be made aware of the complaints process through the website and Customer Service points.

