

iPacific Complaints Handling Policy

This policy has been developed by iPacific a business name registered under Clarkson McLaren Corporate Communications Pty Ltd ACN: 107 961 795 in accordance with ACIF Industry Code - complaints Handling. No legal rights arise under this document.

This Complaint Handling Policy aims to:

- provide a framework for iPacific employees to work with when handling Complaints from Customers;
- ensure consistency within iPacific in handling and resolving Complaints from Customers; and
- assist iPacific 's commitment to provide quality products, services and customer service.

IPACIFIC defines the term complaint as any expression of dissatisfaction or grievance made to iPacific by a Customer or member of the public with any product or service of iPacific, not including a request for information.

Lodgement Of Complaints

iPacific 's customer Service Executives will provide reasonable information and assistance to ensure that Complaints are lodged effectively.

Complaints may be lodged by phone on 1300 788 354, electronic mail to service@ipacific.com.au, fax to 1300 788 354 or by letter to Client Services Manager, PO Box 9, Petersham NSW 2049. Complaints will be acknowledged and Customers can be advised of a reference that can be used to identify progress of their Complaint.

iPacific has established, and will continue to develop, quality processes for the efficient acknowledgement and processing of complaints.

Response To Complaints

Complaints will be processed in a timely and efficient manner. Continuous improvement and training will be utilised to ensure complaints are resolved promptly and courteously.

Managing our customer's expectations realistically is IPACIFIC's goal. This involves the careful examination of each complaint and a resolution offered on the basis of that analysis.

Records/Systems

Complaints will be recorded and analysed to ensure that our Complaint Management processes comply with this policy. Systemic trends and recurring problems will be identified and feedback provided to the relevant departments to improve current processes.

Review of Complaint Handling Process

iPacific 's complaint handling procedures and systems are to be periodically reviewed to ensure optimum effectiveness and highlight any need for improvement.

Escalation Of Complaints

iPacific 's goal in the area of complaints handling is to finalise complaints at first contact. Where necessary, Customers will be kept informed of the progress of their complaint and iPacific 's internal escalation process. Where a Customer has exhausted their avenues for addressing their Complaint within iPacific or find those avenues unacceptable, they can be advised of external channels for escalation, such as the TIO.

TIO Contact Details

Go online to www.tio.com.au or Call 1800 062 058; TTY1800 675 692 **National Relay Service** Call on 1800 555 677 then ask for 1800 062 058



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