

## Complaints Process

### Skilled ITs' Complaints Process

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

During the course of your complaint, we 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 be more than happy to assist. If you believe your complaint is urgent, please see the following section of this page.

### First Contact

Please contact Skilled IT through any of the following means;

Support ticket submission via our online ticketing system – [via customer portal](#)

Phone: (07) 4816 9240

Email: [complaints@skilled-it.com.au](mailto:complaints@skilled-it.com.au)

Post: PO BOX 8493, Rockhampton QLD 4700

We will receive acknowledgment of your complaint within two (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 five (5) business days from the date the initial lodgment. Complex problems may be resolved within ten (10) 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.

### 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.

Skilled IT 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 082 058 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>

Alternatively, you can contact the Office of Fair Trading in your state or territory.

### Updates for Your Complaint

You can check up on the progress of your complaint at any time by calling us on (07) 4816 9216.

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.

### 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 one (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 complaints within two (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.

**Contact Information**

**Address:** PO BOX 8493, Rockhampton QLD 4700

**Phone:** (07) 4816 9240

**Email:** [admin@skilled-it.com.au](mailto:admin@skilled-it.com.au)

**Working Days/ Hours:** Mon-Friday / 09:00AM – 5:00PM