

NRS Complaints Policy

The NRS has a complaints policy which seeks to ensure a fair and effective response where anyone has a concern or complaint about the NRS. The policy also helps us to listen to customers, learn from customers and improve our service to you.

Anyone can make a complaint about the NRS. A complaint is an expression of dissatisfaction, concern or frustration with NRS services. You might have a complaint about the quality of NRS services, the behaviour of an NRS staff member, NRS policies and procedures that may impact adversely on you, concerns about privacy or other matters.

There are no charges for making a complaint to the NRS.

If you have a problem or complaint, the NRS will make every effort to sort it out. We will:

- Treat you with respect
- Tell you what will happen while your complaint is being looked at, and keep you informed of progress
- Tell you who will deal with the complaint
- Be fair and open in the way your complaint is handled
- Deal with your complaint in a timely manner and give you reasons for the decision we make about your complaint
- Protect your privacy.

➡ We are keen to hear any concerns you have as this helps us to improve our services to you.

The best way to help us give you a better service, and to answer your concerns, is by:

- Telling us honestly, completely and accurately about what has happened
- Telling us quickly about your concerns. Don't sit on your problems
- Treating our staff with courtesy

How can you make a complaint?

You can lodge a concern or complaint in a number of different ways:

By TTY:

1800 555 630 - our Helpdesk can take your TTY call and note details of your concern or complaint.

By phone:

1800 555 660 – speak to our Helpdesk who will take details of your concern or complaint.

By fax:

1800 555 690 to lodge your complaint by fax

In writing:

You should direct your complaint to:

NRS Complaints Coordinator
88 Darling St
East Balmain, NSW 2041

By email:

You should direct your feedback or complaint to feedback@relayservice.com.au

Via the online feedback form on our website:

www.relayservice.com.au

In person:

You can make a complaint directly to any staff person in the NRS; or, you may want to ask the Helpdesk to make a time for you to meet with the NRS Complaints Co-ordinator.

What happens to your complaint?

We will give careful attention to your complaint. We have a Complaints Co-ordinator who takes responsibility for seeing that your complaint is sorted out.

The main steps of our complaints policy are as shown.

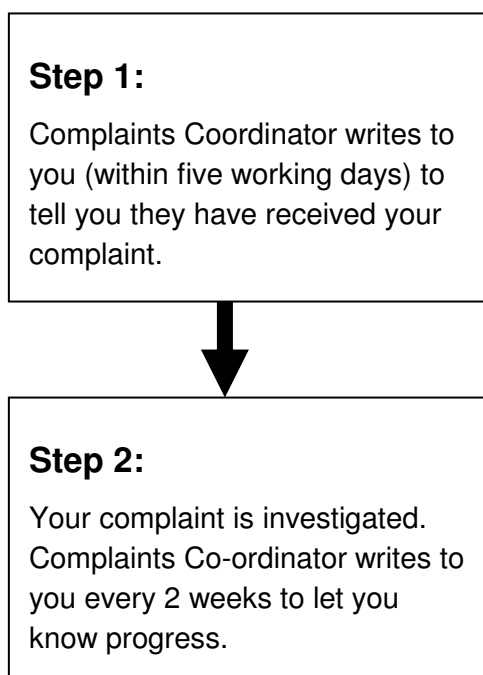
Step 1:

Our Complaints Coordinator writes to you within five working days to tell you they have received your complaint. This letter tells you the name of the person who will be handling your complaint. It also tells you how we will go about looking at your complaint and how long it is likely to take to get it sorted out.

Step 2

We investigate your complaint. We keep

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you informed about progress, contacting you every two weeks.

Step 3

We report to you about the complaint.

We aim to resolve most complaints within 30 working days – early resolution may be possible simply by clarifying misunderstandings. If a complaint is complicated, it may take longer to sort out.

We will:

- Provide an explanation as to why the problem arose
- Propose action to fix the problem
- Apologise to you

What if you aren't happy with the outcome of the complaint?

Sometimes it is not possible to sort out a complaint completely. If so, our Complaints Coordinator will work with you to look at other ways to address your concerns.

If you are not happy with the outcome of your complaint, you can do a number of things

- You can ask us to check our decision about your complaint, or the way we handled it. This request should be in writing to our Complaints Coordinator.
- If your complaint is about the **Relay Service** you can contact the Telecommunications Industry Ombudsman (TIO). The TIO provides a free and independent service to consumers with complaints about their telephone or internet service.

Details for contacting the TIO

Freecall: 1800 062 058

Freefax: 1800 630 614

TTY : 1800 675 692

Email : tio@tio.com.au

Web : www.tio.com.au

Postal address: PO Box 276 Collins Street West, Melbourne Vic 8007

- If your complaint is about the **Outreach Service**, you can contact the Australian Consumer and Competition Commission (ACCC) or the Office of Fair Trading.

The ACCC can provide advice to consumers and businesses about their rights and obligations under the Trade Practices Act 1974; and can assist in resolving a dispute by directing parties to appropriate complaints resolution options. The consumer protection work of the ACCC complements that of the State and Territory Offices of Fair Trading which administer similar legislation within their State or Territories.

Details for contacting the ACCC:

Phone 1300 302 502 (local call costs)

Postal Address: Level 7, 123 Pitt St, NSW

Details for contacting the Offices of Fair Trading:

There is an Office of Fair Trading in each State and Territory.

ACT	02 6207 0400	
NT	1800 019 319	or 08 8999 1999
NSW	133 220	or 02 9895 0111
Queensland	131 304	
SA	08 8204 9777	
Tasmania	1300 654 499	
Victoria	1300 558 181	or 03 9627 6444