



NGV Complaints Handling Policy

If you have any concerns or complaints about our service – *we want to know!*

We are committed to providing excellent customer service but we know that sometimes things do go wrong. When they do, we need you to help us.

We acknowledge that customers have a right to complain and so we welcome and encourage you to tell us about any concerns, or complaints you may have about our products or services.

We also welcome any helpful comments or compliments you may want to make about our staff, service or products.

We take your feedback seriously – we know it's the best way for us to identify and fix any problems, and we know it will help us improve our service to you.

Talk to us first!

Please call us on 1800 007 NGV (1800 007 648) 8:30am – 4:30pm Monday to Friday (excluding public holidays) and tell one of our customer service representatives about your complaint, or any dissatisfaction you may have with our products or services. We will try to resolve your problem right away, but if we can't resolve your issue during that call, we'll take steps to get the problem resolved as quickly as possible (within 10 business days). If we believe the problem is too complex to be resolved in that time, we will advise within that timeframe of the steps we need to take and when we expect to be able to offer you a resolution.

We will give you a Complaint tracking number that will enable us to identify your complaint and its' content in future communication and we will ensure you are aware of this webpage and the information it contains.

If we receive your complaint by mail, fax or email, we will respond within 48 working hours and provide you with the same information that you would receive had you of telephoned us.

The best way to let us know of your dissatisfaction or complaint, as well as your feedback and comments, is to call us on 1800 007 NGV (1800 007 648) or email to complaints@ngv.com.au

Alternatively you can send us a letter detailing your comments, dissatisfaction or complaints to:

NGV Wifi
1/37 Expansion Street
Molendinar QLD 4214
Attention: Complaints Team

We are happy to assist you to formulate, lodge and, if necessary, escalate your complaint with us. We welcome and encourage the use of an advocate authorised by you and will provide all assistance possible irrespective of disadvantage, disability or hardship.

Certain complaints require a higher priority, such as relating to our Financial Hardship Process or disconnected services, and agents will fast-track these complaints into a high priority system for urgent attention and high level monitoring. We will endeavour to resolve complaints classified as such within 2 business days.

Privacy Complaints

If your complaint specifically relates to how we have collected, held, used or disclosed personal information, or you wish to know what personal information we hold about you, please address your complaint to our Privacy Compliance Officer at privacy@ngv.com.au. All other complaints via email should be directed to complaints@ngv.com.au as set out above.

If you are still unhappy with NGV

NGV's Complaints Handling System has a process of internal escalation if you feel your issues are not being addressed properly, or if it is a more complex case that requires the intervention of specialist staff.

Our agents will assist you with the escalation process. We will have one of our Complaint Managers from our Customer Relations Team review your problem and provide you with a prompt response.

If you remain unhappy with our resolution of your complaint, you also have the right to refer the complaint to the Telecommunications Industry Ombudsman (TIO). The TIO is an independent alternative dispute resolution scheme for small business and residential consumers in Australia, who have a complaint about their telephone or internet service.

More information about the Telecommunications Industry Ombudsman can be found at www.tio.com.au or by calling the TIO direct on 1800 062058.