



# Complaints Management Policy

<b>Title:</b>	Complaints Management Policy
<b>Approved by:</b>	QCN Fibre Board
<b>Responsible lead:</b>	Operations Director
<b>Audience:</b>	All QCN Fibre Staff
<b>Brief description:</b>	To assist QCN Fibre to deal with complaints in a professional, efficient and fair manner
<b>Periodicity of review:</b>	Every three years
<b>Approved:</b>	February 2022
<b>Next Scheduled Review Date:</b>	February 2025

## Version History

Version	Date	Section(s)	Summary of Amendment
1.0	16/09/2019		Original Version
2.0	21/02/22	All	Three-yearly Review

# Contents

<b>Version History .....</b>	<b>2</b>
<b>1 Introduction .....</b>	<b>4</b>
<b>2 What QCN Fibre will do.....</b>	<b>4</b>
<b>3 Responsibilities.....</b>	<b>5</b>
<b>4 Visibility.....</b>	<b>5</b>
<b>5 Definitions.....</b>	<b>5</b>

## 1 Introduction

Queensland Capacity Network Pty Ltd (ACN 633 081 517) (**QCN Fibre**) is committed to ensuring the efficient and fair resolution of complaints.

## 2 What QCN Fibre will do

QCN Fibre aims to:

- Deal with complaints in a professional, efficient and fair manner, and
- Properly manage its relationship with any external parties.

QCN Fibre acknowledges that the principles of fairness must be followed in all aspects of complaint handling.

### 2.1 How to Make a Complaint

A party may make a complaint to QCN Fibre's Operations Director:

**Address:** Queensland Capacity Network Pty Ltd  
PO Box 210  
Fortitude Valley, QLD 4006

**Email:** [anne.wilson@qcnfibre.com.au](mailto:anne.wilson@qcnfibre.com.au)

**Phone:** 0438 766 863

A complaint may be made verbally or in writing. The Operations Director may request that an oral complaint be confirmed in written form. The Operations Director may also request further details of the complaint.

### 2.2 Process upon Receipt of a Complaint

When QCN Fibre receives a complaint that is not immediately resolved or actioned, QCN Fibre will endeavour to respond within 14 business days. If QCN Fibre is not able to respond to the substance of the complaint in the response, QCN Fibre will advise the complainant that it is investigating the complaint and confirm the date by which it intends to communicate with the complainant again.

QCN Fibre will appoint a person who will investigate the complaint and be responsible for communicating with the complainant. After QCN Fibre has assessed the complaint, QCN Fibre will advise the complainant of the intended actions. QCN Fibre will endeavour to keep the complainant informed and communicate at regular intervals in relation to assessment of the complaint.

### 2.3 Network Outage Complaints

When QCN Fibre receives a complaint in regards to network outage complaints they will be immediately escalated to the Powerlink Service Desk, which operates 24 hours a day.

Under schedule 3 of the Telecommunications Fixed Capacity Agreement, Powerlink, who manages the operational delivery of telecommunications services supplied to customers, is responsible for management of all faults and defects associated with the telecommunications network.

### 2.4 Reasons

QCN Fibre will provide reasons for its determination of the complaint.

## 2.5 Data Collection and Evaluation

As well as responding to individual complaints in a timely and efficient manner, QCN Fibre will record any complaints received by it and at appropriate intervals evaluate the information contained in that record to determine whether there are any systemic issues which are leading to complaints and whether remedial action is warranted.

## 3 Responsibilities

All complaints will be managed by the Operations Director of QCN Fibre.

## 4 Visibility

Hard copies of this Complaints Policy are available upon request.

## 5 Definitions

The following definitions apply to this policy and any related policy documents.

Term	Definition
Complaint	A complaint is any expression of dissatisfaction with an action performed or not performed by QCN Fibre or the conduct of QCN Fibre, which may for instance involve some error, fault or omission on the part of QCN Fibre.