



# Complaints Management Policy

<b>Title:</b>	Complaints Management Policy
<b>Approved by:</b>	QCN Board
<b>Responsible lead:</b>	Operations Director
<b>Audience:</b>	All QCN Staff
<b>Brief description:</b>	To assist QCN to deal with complaints in a professional, efficient and fair manner
<b>Periodicity of review:</b>	Every three years
<b>Approved:</b>	March 2025
<b>Next Scheduled Review Date:</b>	March 2028

## 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
3.0	24/03/2025	All	Three-yearly Review

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## 1 Introduction

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

## 2 What QCN will do

QCN aims to:

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

QCN 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's Operations Director:

**Address:** Queensland Capacity Network Pty Ltd  
L.15, 348 Edward Street  
Brisbane, QLD 4000

**Email:** [anne.wilson@qcn.com.au](mailto:anne.wilson@qcn.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 and request further details.

### 2.2 Process upon Receipt of a Complaint

When QCN receives a complaint that is not immediately resolved or actioned, QCN will endeavour to respond within 14 business days. If QCN is not able to respond to the substance of the complaint in the response, QCN 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 will appoint a person who will investigate the complaint and be responsible for communicating with the complainant. After QCN has assessed the complaint, QCN will advise the complainant of the intended actions. QCN 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 receives a network outage complaint regarding services connected to the Powerlink network, it will immediately escalate to the Powerlink Service Desk, which operates 24 hours a day.

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

For services not on the Powerlink network, complaints are directed to the [events@qcn.com.au](mailto:events@qcn.com.au) mailbox. QCN staff monitor this mailbox and act accordingly. The Chief Technology Officer manages these complaints in the first instance.

### 2.4 Reasons

QCN 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 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 that are leading to complaints and whether remedial action is warranted.

### **3 Responsibilities**

All complaints will be managed by the Operations Director of QCN, except network outage complaints on the non-Powerlink network, which are managed by the Chief Technology Officer.

### **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.

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