

Complaints Policy

Pineapple Net is committed to providing excellent service to all customers. Our aim is to resolve all complaints immediately.

Complaints can be made by:

- Phoning us on 1300 857 501 Monday to Friday 9am- 5pm
- Emailing complaints@pineapple.net.au
- Post at 105 / 15 Corporate Drive Heatherton VIC 3202

If accessibility is an issue, the following Australian Government services may assist in making a complaint:

- National Relay Service can assist those with hearing impairments via 1300 555 727 or <https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service>
- The National Translating & Interpreting Service (TIS National) can provide assistance for people who don't speak English <https://www.tisnational.gov.au/>

Our process for handling complaint is as follows:

- Each complaint will be registered in our complaints handling system.
- If we are unable to resolve immediately, we will investigate and contact the customer within 15 working days to discuss resolution. In most cases we will resolve within the 15 days but for complex situations, it may take longer. We will keep our customer informed during this time and provide an update on the expected timing.
- We will implement any agreed resolution within 10 working days, unless otherwise agreed with the customer, or if there delays on the customer side.
- Once the complaint is resolved we inform our customer and close the record.

If at any time the customer is not happy with the process, they can request an escalation. This will be sent to our CEO for attention, and we will respond within 5 business days.

The customer also has the right to complain to the Telecommunication Ombudsman via:

Phone: 1800 062 058

Online: <https://www.tio.com.au/complaints>