

COMPLAINT HANDLING PROCESS

We aim to provide our clients with the best possible service. If you are not satisfied with our services, you have the right to make a complaint free of charge. We take your complaint seriously and will aim to resolve it at the earliest possible opportunity.

This complaint process sets out the steps to raise and escalate your complaint within White Rook Cyber.

If you have any special needs or disabilities, do not speak English, suffer from financial hardship or would like to appoint an advocate and/or authorised representative to act for you in relation to your complaint, please let us know so that we can make appropriate arrangements.

We will keep you updated about the progress of your complaint, but you can also monitor progress at any time by contacting our Help Desk.

Step 1 Initial contact

As an initial step, please raise your complaint:

- about a fault or a service request or your agreement with us by contacting our Help Desk:
 - by phone: 1300 794 777 between the hours of 9am - 4pm AEST, Monday to Friday.
 - by email: info@whiterookcyber.com.au
 - by letter to our complaints department: 5A/44 Hutton St Osborne Park, WA 6017
- about a billing or credit management issue
 - by phone: 1300 794 777 between the hours 11am – 3pm AEST, Monday to Thursday;
 - by email: accounts@whiterookcyber.com.au
 - by letter to our accounts department: 5A/44 Hutton St Osborne Park, WA 6017

A White Rook representative will offer you the option of making a complaint if you express dissatisfaction and it is not clear whether you wish to make a complaint. If required, we will help you to formulate and lodge a complaint.

We will acknowledge your complaint immediately if you telephone us and we speak with you directly. If we receive your complaint by email or recorded telephone message, we will acknowledge your complaint within 2 business days of receipt by telephone or email.

A White Rook representative will make best efforts to resolve your complaint on a fair and reasonable basis to your satisfaction.

Step 2 Escalation

If complaint is not resolved to your satisfaction, the complaint will be referred to a Manager who will be in contact within 2 business days.

Following escalation, a Manager will review your complaint and attempt to resolve it to your satisfaction.

Urgent complaints

If a complaint is urgent and cannot be resolved immediately by the Help Desk, we will refer it directly to a Manager for investigation, and provide you with a response within 5 business days. We treat complaints as urgent if:

- you have applied for, or receive, assistance under our Financial Hardship Assistance Policy and it is clear to us that your complaint exacerbates your financial hardship;
- your issue is about a disconnection that is about to happen, or has happened, in error;
- your request for service has been delayed due to our error;
- your issue is an unresolved or recurring fault;
- your complaint is about a service or situation that is dangerous to you or others.

Please let us know if you believe your complaint is urgent.

Implementing a solution

We will advise you by telephone or in writing (by email) of the outcome of your complaint.

If we propose a solution to your complaint, we will ask if you are satisfied with that solution. A proposed solution must be accepted by you before we are required to implement it.

We will not close your complaint without your consent unless it has already been escalated and:

- we have not been able to contact you for more than 10 business days after an attempt to contact you in writing; or
- after careful consideration, we have advised you that we reasonably believe that your behaviour or complaint is frivolous or vexatious (and the reasons why) and explained your options for external dispute resolution.
- We will never cancel your service only because we have been unable to resolve your complaint to your satisfaction and you have elected to seek assistance via an external dispute resolution avenue.