

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Budget Estimates Spill-over Hearing June 2017

Communications Portfolio

NBN Co Limited

Question No: 325

NBN Co Limited

Hansard Ref: Written, 27/06/2017

Topic: Definition of complaint

Senator Urquhart, Anne asked:

1. What criteria or business rules does NBN Co use to register a call as a 'complaint' to its public facing contact number?
2. What is the business process for handling a complaint as opposed to a call not classified as a complaint?

Answer:

1. A complaint is an expression of dissatisfaction in relation to telecommunications goods or services or the complaints handling process itself, where a response or resolution is expected by the End User.

nbn classifies complaints in two ways: Formal Complaints and Complex Complaints.

Formal Complaints are relatively straight-forward expressions of dissatisfaction which may be managed at the first point of contact.

Complex complaints are those which cannot be resolved/managed at the first point of contact and are generally of a more serious or complex nature than formal complaints.

2. All queries are addressed and if deemed a complaint they are logged within nbn's Contact Centre system for follow up. If a contact does not require further action at the point of call, for example if the query is resolved, they may not be logged in the Contact Centre system.