



Jamba IT Pty Ltd.  
**COMPLAINTS HANDLING PROCESS.**

**Making a complaint - Jamba is committed to providing excellent caring and professional service. We aim to provide responsive time frames with fair and reasonable outcomes.**

What is a complaint or A dispute? (as defined by the Australian Complaint Handling Standard ISO AS 10002-2006.)

**A complaint-** is an “expression of dissatisfaction made to an organization, related to its products, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected”)

**OR Dissatisfaction** – the customer expresses displeasure, disappointment, unhappiness, anger or frustration regarding experience.

- Jamba welcomes feedback from dissatisfied customers in order to improve our business process.
- Jamba is committed to resolving customer complaints at the first point of contact.

<b>Step 1</b> First Contact	Call our customer service team on 1300 052 622 during office hours: 8:30-5:00 EST or email <a href="mailto:complaints@jamba.com.au">complaints@jamba.com.au</a>	Complaint is resolved at point of contact or within 3 business days of receipt. If the complaint can not be resolved by the customer service agent within 3 days of receipt the complaint will be escalated to a manager. The customer will be notified in writing of the status of the complaint. Customer can track the status of their complaint simply by quoting their customer number.
<b>Step 2</b> Internal Escalation to a team leader	Customer Service representative refers the issue to a team leader for review and consideration	Complaint must be resolved within 15 business days. Every effort will be made to provide a fair and reasonable outcome for all parties. The outcome of the dispute will be communicated in writing. If customer is not satisfied with the outcome or resolution, Jamba recommends that you seek advice from the TIA.
<b>Step 3</b> Telecommunications Industry Ombudsman.	Telephone: 1800 062 058 Email: <a href="mailto:tio@tio.com.au">tio@tio.com.au</a> Online: <a href="https://www.tio.com.au/making-a-complaint">https://www.tio.com.au/making-a-complaint</a>	