



An Australian Government Initiative



National Relay Service – Complaints policy

Have you got a problem or complaint about the NRS?

The National Relay Service (NRS) complaints policy seeks to ensure a fair and effective response to concerns or complaints about the NRS.

Anyone can make a complaint about the NRS. A complaint can be an expression of dissatisfaction, concern or frustration with NRS services. You might have a complaint about the quality of NRS services; about the behaviour of an NRS staff member; about NRS policies and procedures; or concerns about privacy or other matters.

Making a complaint to the NRS is free.

If you have a problem or complaint, the NRS will make every effort to sort it out. We will:

- treat you with respect
- tell you what will happen while your complaint is being looked at, and keep you informed of progress
- tell you who will deal with the complaint
- be fair and open in the way your complaint is handled
- deal with your complaint as quickly as possible and give you reasons for the decision we make about your complaint
- protect your privacy.

We are keen to hear any concerns you have as this helps to improve our services to you

To help us give you a better service, and to answer your concerns, it is best if you:

- tell us honestly and completely what has happened
- tell us quickly about your concerns. Don't sit on your problems
- treat our staff with courtesy.

How can you make a complaint?

How can you make a complaint? You can lodge a concern or complaint in English or in Auslan by contacting the NRS Helpdesk. All the ways of contacting the NRS Helpdesk are available at:

www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

What happens to your complaint?

The NRS will look at your complaint carefully. A Helpdesk Customer Service Officer will be responsible for making sure that your complaint is resolved.

The main steps of our complaints policy are as shown.

Step 1: NRS Helpdesk Customer Service Officer contacts you within 2 business days to tell you they have received your complaint.

Step 2: Your complaint is investigated. The Help Desk Customer Service Officer contacts you within 10 Business Days to let you know progress.

Step 3: The Help Desk Customer Service Officer sends you a report within 20 Business Days about your complaint. This report will outline actions the NRS has taken to resolve your complaint.

What if you aren't happy with the outcome of the complaint?

If you are not happy with the outcome of your complaint, you can do a number of things:

- You can ask us to check our decision about your complaint, or the way we handled it. This request should be in writing to the NRS Helpdesk (Helpdesk@relayservice.com.au). If required, the complaint may be escalated to someone more senior.

Other complaint handling bodies

- **If your complaint is about telecommunications issues or how your complaint has been handled by the NRS you can contact the Telecommunications Industry Ombudsman (TIO).** The TIO provides a free and independent service to consumers with complaints about their telephone or internet service. Details for contacting the TIO:
 - Freecall: 1800 062 058
 - TTY: 1800 675 692
 - Freefax: 1800 630 614
 - Email: tio@tio.com.au
 - Web: www.tio.com.au
 - Post: PO Box 276 Collins Street West, Melbourne Vic 8007.
- **If your complaint is not covered by the responsibilities of the TIO, you can contact the Australian Consumer and Competition Commission (ACCC) or the Office of Fair Trading in your State or Territory.** The ACCC can provide advice to consumers and businesses about their rights and obligations under the *Competition and Consumer Act 2010*; and can help resolve disputes by directing parties to appropriate complaints resolution options.
- There are also State and Territory Offices of Fair Trading which do similar work using the rules of each state or territory.

Details for contacting the ACCC:

Phone: 1300 302 502 (Australian callers)

Postal Address: GPO Box 3131, Canberra ACT 2601

Online: <https://www.accc.gov.au/about-us/contact-us-or-report-an-issue>

Details for contacting the Offices of Fair Trading:

There is an Office of Fair Trading in each state and territory.

State	Phone	Website
NSW	13 32 20 or 02 9895 0111	www.fairtrading.nsw.gov.au
NT	1800 019 319 or 08 8999 1999	www.consumeraffairs.nt.gov.au
ACT	13 22 81 or 02 6207 5111	www.accesscanberra.act.gov.au
QLD	13 74 68 or 07 3405 0785	www.qld.gov.au/law/fair-trading
SA	131 882	www.cbs.sa.gov.au
TAS	1300 654 499	www.consumer.tas.gov.au