



Complaints Handling Policy

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1 Overview

PIT Solutions is committed to delivering exceptional customer service and ensuring that any concerns or complaints are handled promptly, fairly, and transparently.

The purpose of this policy is to outline how customers, suppliers, and stakeholders can raise complaints and how PIT Solutions will manage, investigate, and resolve them.

This policy aligns with the Australian Standard AS/NZS 10002:2022 – Guidelines for Complaint Management in Organisations, and the Australian Consumer Law (ACL).

2 Information we may collect

We're committed to making our complaint handling process customer-focused and easy to use. The process is based on the following principles:

- Any current or former customer has the right to lodge a complaint.
- Complaints will be assessed and resolved in an objective, efficient, and fair manner.
- If we propose a resolution to a complaint, we will not implement it unless you agree.

Our complaint handling process complies with the requirements of the Telecommunications Consumer Protections Code C628:2019 and is overseen by our Company Director.

3 Making a Complaint

Complaints can be lodged in several ways:

- Email accounts@pitmining.com including as much detail as possible.
- Log a ticket with PIT Assist (active customers only) <https://itsupport.pit-solutions.com/portal>
- Telephone 1300 647 700 and select Option 1 to speak to the Service Desk. (Local call cost from a landline, may cost more from a mobile phone.)

We will help you to formulate, lodge, and progress your complaint if you request us to do so. You can appoint an authorised representative or advocate to make a complaint on your behalf. We will not charge you for dealing with your complaint in most instances, and we will not charge you without first telling you the amount and reason for the charge and gaining your approval to proceed.

When handling a complaint, we may charge you for the provision of information where:

- Making a Complaint you request access to information that was collected by us more than two years prior to the request, unless the complaint relates to us breaching your privacy; or
- the free provision of the information in the form or quantities you request is inconsistent with our Standard Form of Agreement terms unless the complaint relates to us breaching your privacy.

4 Urgent Complaints

We will treat your complaint as an Urgent Complaint if:

- disconnection of your service is imminent or has occurred and we have not correctly followed our service disconnection process.

We aim to resolve Urgent Complaints within two business days of receiving the complaint.

5 Acknowledging Your Complaint

We will acknowledge your complaint and provide you with a unique reference number so you can track the progress of your complaint:

- immediately if you lodge your complaint with PIT Assist, via email at any time or by telephone during our Service Desk business hours; or
- within two business days of receiving your complaint by post or recorded message.

We will send you updates about the progress of your complaint, or you can contact our Service Desk and quote your reference number to check to the progress of the complaint.

6 Resolving Your Complaint

We aim to resolve a complaint when it is first brought to our attention, and to resolve all complaints within 15 business days of

If we are unable to resolve your complaint within 15 business days, we will advise you of:

- the reasons for the delay;
- the specific timeframe for the completion of the resolution; and
- if the anticipated delay is a further 10 business days or more and is not the result of a declared mass service disruption, your options for external dispute resolution.

If you accept our proposed resolution to your complaint, we aim to implement all actions required to resolve the complaint within 10 business days, unless you agree otherwise or unless you do not complete an action necessary for us to proceed.

7 Further Action

If you are not satisfied with our proposed resolution to your complaint, or with the time taken to progress the complaint, we will escalate and review your complaint internally.

If you are still dissatisfied, you can lodge a complaint with the Telecommunications Industry Ombudsman by following the process described at www.tio.com.au/making-a-complaint. We will never cancel your service only because you decide to pursue the option of an external dispute resolution process.