

SERVICE TERMS AND CONDITIONS

Complaints Handling Policy

Customer-facing overview of how C9 GROUP receives, manages, escalates, and resolves complaints.

Document	Complaints Handling Policy
Category	Policy
Owner	C9 GROUP
Status	Review-ready sample
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Contact	1800 000 299 Sales@c9group.com.au

Important: This sample is prepared for website document review and should be checked by C9 GROUP before being treated as the final approved document.

Quick Summary

Easy contact	Customers can raise concerns through C9 GROUP support channels.
Fair handling	Complaints are reviewed respectfully and in good faith.
Updates	Customers should receive meaningful progress updates.
External options	Telecommunications customers may have external escalation rights.

1. Purpose

This policy explains how C9 GROUP aims to handle customer complaints fairly, consistently, and efficiently. A complaint is an expression of dissatisfaction about a service, product, charge, support experience, staff interaction, or the handling of a previous concern.

2. How To Make A Complaint

Customers can contact C9 GROUP by phone, email, website form, or through their account contact. Customers should include their name, business, contact details, service details, a description of the issue, and the outcome they are seeking.

3. Acknowledgement And Assessment

C9 GROUP will assess the complaint, identify the affected service, review available records, and determine whether urgent action is required. Priority may be given where a customer is vulnerable, disconnected, at risk, or experiencing significant business impact.

4. Investigation

C9 GROUP may review tickets, billing records, network events, call notes, supplier updates, and customer information. Customers may be asked for additional details so the issue can be investigated properly.

5. Resolution

Possible outcomes may include explanation, correction, service change, billing adjustment, escalation to a supplier, apology, or another practical remedy. The appropriate outcome depends on the circumstances and applicable service terms.

6. Escalation

If a customer is not satisfied, they may request escalation within C9 GROUP. Telecommunications customers may also have rights to contact the Telecommunications Industry Ombudsman where applicable.

7. Continuous Improvement

C9 GROUP may use complaint insights to improve service delivery, communication, training, documentation, and supplier management.

Support And Document Requests

If you require a document that is not listed on the C9 GROUP terms page, or need assistance understanding these terms, please contact the C9 GROUP support team at 1800 000 299 or Sales@c9group.com.au.

Document Status

This document is provided for customer information and operational clarity. Where this document conflicts with a signed agreement, applicable law, carrier requirement, or approved C9 GROUP service schedule, that higher-order document applies to the extent of the inconsistency.

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