



### Complaint Handling Policy

At Rocket Mobile, we take your complaint seriously. If you are dissatisfied in any way, it's important we hear about it so we can work with you to address your complaint quickly, in an objective, fair and transparent way.

Anyone has a right to make a complaint about Rocket Mobile. We will work with you to try and resolve your complaint to your satisfaction.

### How do I make a complaint?

If you have a dispute arising from how we have handled your initial request, or you are dissatisfied with a product or the customer service we have provided, you can request any staff member to lodge a complaint. Our staff are all trained on our complaints handling policy, including our obligations to you, how to recognise complaints, and importantly, how to resolve issues quickly.

You can contact us to make a complaint in the following ways:

<b>Chat</b>	<a href="https://myaccount.rocketmobile.co.nz/help">myaccount.rocketmobile.co.nz/help</a> We are available 9am – 5pm during Monday - Friday
<b>Email</b>	support@rocketmobile.co.nz

### What happens after you have submitted a complaint?

Once you have contacted us, we aim to answer your question or provide a suitable solution while you are chatting to us. Our aim is to resolve all complaints on your first contact with us.

### Acknowledgment of Complaint

We will acknowledge your complaint within 1 working day by your preferred contact method with the hope to come to an agreed resolution within 10 working days. However, there are times when it may take longer to investigate a complaint and if that is the case we will provide regular updates to you

### Escalating a complaint

If at any point you are not satisfied with the way in which Rocket Mobile are handling your complaint, you can request for your complaint to be escalated to a manager through any contact channel.

Once your complaint has been escalated, we will provide you with a resolution plan within twenty business days. At this time, if you are still not satisfied with how your complaint is being handled, you may wish to discuss your complaint with the Telecommunication Dispute Resolution (TDR).

### **Resolving your complaint**

We will not implement a proposed resolution plan to your complaint until we have discussed it with you, and you accept it.

Occasionally, resolution may take longer than 10 working days when there are factors outside of the direct control of Rocket Mobile. If a delay occurs, we will contact you, let you know the cause and provide you with a new timeframe.

After implementing the resolution steps we have agreed with you, we will confirm with you in writing that the complaint has been resolved.

If we are unable to make contact with you, we will write to you and request that you provide us with your updated mobile number so we can contact you.

### **Taking your complaint further**

In the unlikely event that we cannot resolve your complaint to your satisfaction, or within the agreed timeframes, you then have the option to forward your complaint to the TDR. Please note that TDR will only accept cases where you have first tried to resolve your issue with us directly. The TDR scheme is a free service and you can find out more about the TDR at <https://www.tdr.org.nz/about-tdr>

### **How can I complain to the TDR?**

Phone:	0508 98 98 98
Mail:	Freepost 214075, PO Box 5573, Wellington 6140
Email:	<a href="mailto:contact@tdr.org.nz">contact@tdr.org.nz</a>
Web:	<a href="https://www.tdr.org.nz/contact-us">https://www.tdr.org.nz/contact-us</a>

### **Further information about complaints**

Further information about complaints can also be found here: New Zealand Telecommunications Forum - <https://www.tcf.org.nz>