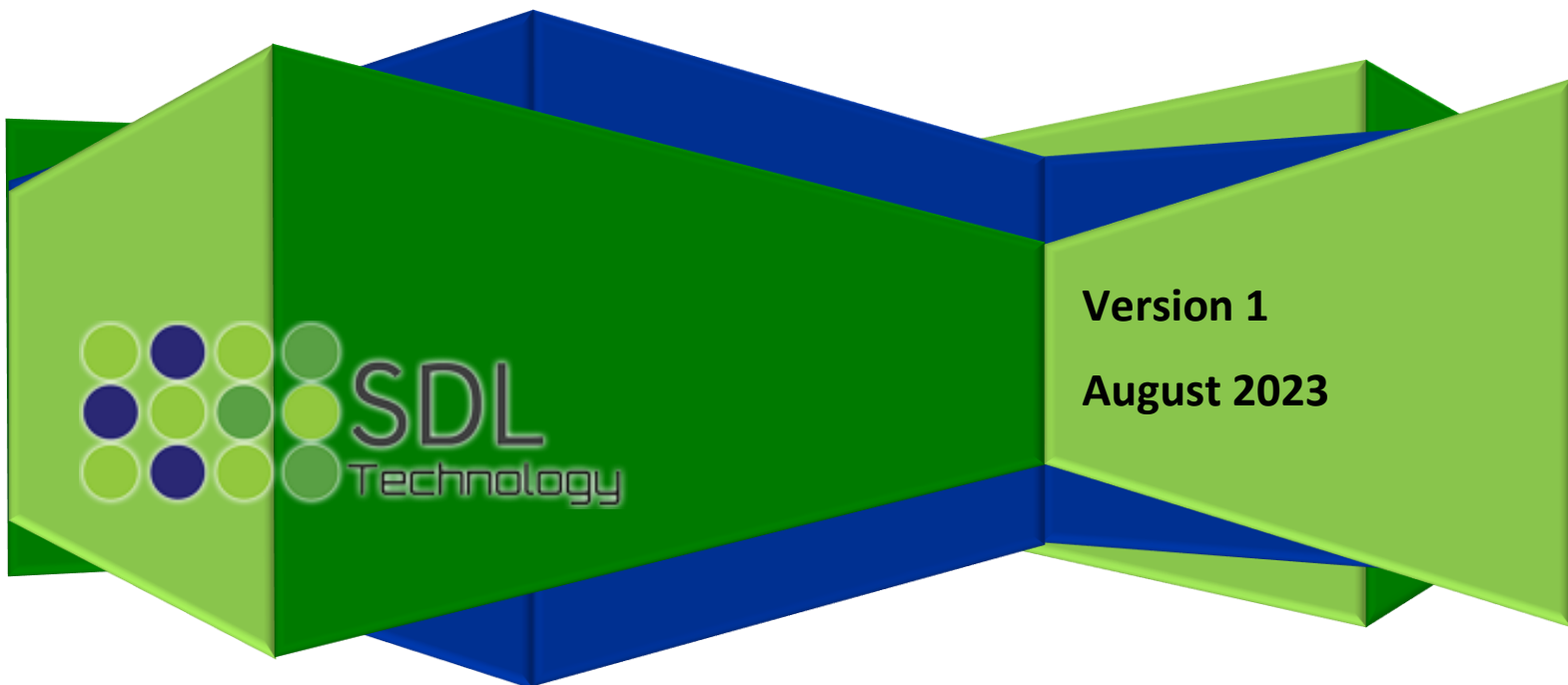


Complaints Policy



Summary

SDL Technology welcomes customer feedback. It is an important tool in the process of improving service. SDL commits to acknowledge all complaints within 2 working days. If you wish to make a complaint, please feel free to contact us.

What is a complaint?

A complaint is when you tell us you're dissatisfied with the products and services we provide. This may include how we handle your reported faults, or interactions with our staff. You have a right to complain.

SDL Technology's culture aims for the highest standards in service provision. We are all human – providers and customers alike. Problems can arise. Sometimes we make mistakes. SDL's commitment is to transparency regarding problems and how we remedy them. Our aim is to investigate and resolve all complaints as quickly as possible.

How to make a complaint?

You can make a complaint by:

- phoning 07 3137 0665 during business hours; or
- emailing complaints@sdltechnology.com.au
- mailing 785 Stanley St, Woolloongabba, QLD 4102

Your complaint should:

- provide clear detail of the problem you have experienced; and
- clear contact details to facilitate return contact.

NOTE: SDL Technology will attend professionally and courteously to complaints. However, abusive behaviour / language is not helpful in complaint resolution and will not be tolerated.

What happens once you make a complaint?

You will receive a complaint/request number which you can use to request updates on its status.

We aim to provide a resolution on all complaints within 14 business days, however some times resolutions can take longer than 14 days to investigate and resolve.

We will contact you to discuss the resolution to your complaint or to request further information regarding your complaint.

We will provide you with updates throughout the process of the investigation.

When your complaint has been resolved, we will let you know.

If you are not happy with the resolution of your complaint, or not satisfied with what we are doing, we will escalate your complaint to SDL Management.

We may resolve the complaint if we are unable to make contact with you via multiple methods. If you don't respond to us within 10 business days, we will resolve your complaint.

Sometimes we decide after we reviewing a complaint, that a complaint might be frivolous or vexatious, we will be notify you that we are unable to assist in resolving the complaint.

If you are not satisfied

If you are not satisfied at any point with how your complaint is handled, you can contact us and request an escalation of your complaint.

You may choose to have the complaint dealt with externally by the Telecommunications Industry Ombudsman.

You can contact the Telecommunications Industry Ombudsman on

- Phone: 1800 062 058
- Fax: 1800 630 614
- Online: <http://www.tio.com.au/making-a-complaint>