



قيھق برکواس ايندوستري تيکنولوگي اينفو - کومونيكاسي بروني دارالسلام
Authority for Info-communications Technology Industry of Brunei Darussalam

COMPLAINT HANDLING PROCESS

CONSUMER GUIDELINES

APRIL 2009

1. The Authority for Info-communications Technology Industry of Brunei Darussalam (AITI) has prepared this document detailing its Complaint Handling Process (the Process) to carry out its duty of ensuring that telecommunications services are reasonably accessible to all people in Brunei Darussalam, and are supplied as efficiently and economically as practicable and at performance standards that reasonably meet the social, industrial and commercial needs of Brunei Darussalam [Section 6(1)(a), AITI Order, 2001].
2. AITI is only able to act on complaints relating to telecommunications licensees holding licences from AITI.
3. You are not obliged to refer complaints to AITI. You choose to exercise any other option available in law to obtain a satisfactorily resolution.
4. You must give the licensee against whom the complaint is being made an opportunity to resolve the matter prior to lodging a complaint with AITI. AITI recommends that complaints should be made in writing and sent to the licensee's customer service contact.
5. Complaints may be referred to AITI in the following circumstances:
 - (a) Where the licensee fails to respond to the complaint within 48 hours of lodgment with the customer service contact, or
 - (b) Where you are not satisfied with the resolution provided.
6. If you wish to refer complaints to AITI, you must complete AITI's **Complaint Form**. AITI will not act on verbal complaints or incomplete Complaint Forms.
7. Complaint Forms and supporting documents should be sent to the following address:

Chief Executive
Authority for Info-communications Technology Industry (AITI) of Brunei Darussalam
Block B14, Simpang 32-5
Jalan Berakas, Kg Anggrek Desa
Bandar Seri Begawan BS3713
Brunei Darussalam

by hand or post, or
faxed to +673 238 2445, or
emailed to complaint@aiti.gov.bn.
8. You must ensure that their Complaint Form contains the following:
 - (a) Your name, address and contact information or that of your authorized representative.
 - (b) Particulars of the licensee that the complaint is lodged against.
 - (c) Points in issue and a brief statement of facts.
 - (d) Copies of any other relevant supporting documents e.g. contract or other materials relating to the complaint and previous correspondence with the licensee.
 - (e) Relief or remedy being sought.

9. In the event that you have a disability or are otherwise unable to complete the Complaint Form on your own due to lack of language and/or writing skills, assistance from designated AITI officers may be sought.
10. AITI can only commence investigation into the complaint upon receipt of a complete Complaint Form together with all necessary supporting documents.
11. Upon receipt of the Complaint Form, AITI will send you an **Acknowledgement of Complaint** indicating:
 - (a) In the case of complete Complaint Forms with sufficient supporting documents - that AITI is currently investigating the complaint.
 - (b) In the case of an incomplete Complaint Form or insufficient supporting documents - that further information is required with a request to contact a named AITI officer.
 - (c) Any other course of action AITI is taking or any other action required from the consumer.
12. AITI will send the licensee a **Notification of Complaint** giving the licensee 14 calendar days to reply with a proposed resolution. A copy will be provided to you.
13. AITI may grant the licensee an extension of time to reply to the original notification of complaint. Requests for an extension of time must be made by the licensee in writing within 14 calendar days from the date of the Notification of Complaint. The request must provide reasons for the extension and be for a reasonable amount of time bearing in mind the urgency of resolving consumer complaints. AITI reserves its right not to grant an extension of time or to grant a shorter extension that requested.
14. If the licensee does not reply to the Notification of Complaint or does not offer a resolution within the time limits set by AITI, AITI will proceed to make a decision on the matter. AITI will issue a directive to the licensee in exercise of its powers under Section 27 of the Telecommunications Order, 2001. The directive will contain instructions for resolution of the complaint.
15. AITI may take into consideration factors such as consumer rights, public interest, national security and any other factors it thinks relevant in making a decision as to the resolution of the complaint.
16. AITI will adhere to this process with effect from 1 April 2009.

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