

Customer Service and Complaints Policy

How to make a complaint, how we handle it, our timeframes and where else you can go.

Policies Version 1.0 Effective 20 October 2026 Last updated 20 October 2026

In short

- Tell us by chat or email; we acknowledge complaints within 1 business day.
- We aim to resolve complaints within 10 business days and keep you updated if it takes longer.
- If you're not happy with the outcome, it's reviewed again by the business owner.
- You can also go to Queensland's Office of Fair Trading, the OAIC for privacy, or auDA for .au domain issues.

This summary helps you find your way. The full text below is what applies.

We want to know when something isn't right. This policy explains how to complain and what we'll do.

1. Our commitment

- 1.1 We'll treat you with respect, listen, keep you informed and try to fix the problem quickly and fairly.
- 1.2 Making a complaint never affects the service you get from us.

2. How to complain

- 2.1 Chat with us on our contact page or email hello@pricehq.tech, and say it's a complaint.
- 2.2 Tell us what happened, what service it's about, and what you'd like us to do. Screenshots and dates help.
- 2.3 If you need help making a complaint, for example because of a disability or language, tell us and we'll help.

3. What happens next

- 3.1 We acknowledge your complaint within **1 business day**.

- 3.2 A person looks into it, may ask you questions, and aims to give you a response within **10 business days**. If it's complex and will take longer, we'll tell you why and when to expect an answer.
- 3.3 Our response explains what we found and what we'll do, such as fixing the problem, a service credit or a refund.

4. If you're not satisfied

- 4.1 Reply to our response and ask for a review. The business owner reviews it personally and responds within 10 business days.

5. Other places you can go

- 5.1 **Consumer rights:** the Queensland Office of Fair Trading (<https://www.qld.gov.au/law/fair-trading>) (or the fair trading agency in your state) and the ACCC (<https://www.accc.gov.au/>).
- 5.2 **Privacy:** the Office of the Australian Information Commissioner (<https://www.oaic.gov.au/>).
- 5.3 **.au domain names (once launched):** if we can't resolve a complaint about a .au domain, you can contact auDA (<https://www.auda.org.au/>), which licenses .au registrars.
- 5.4 You can use these options at any time, but we hope you'll give us the chance to fix things first.

6. Records

- 6.1 We keep a record of complaints and what we did, and use them to improve. Complaint records are handled under our Privacy Policy.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

Questions about this document? Email hello@pricehq.tech. PriceHQ, Australia.