

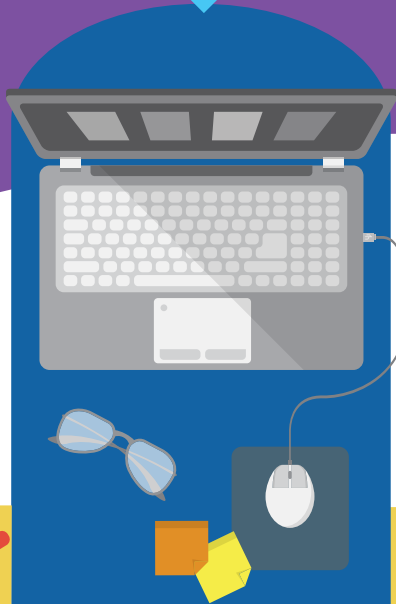
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GATHER RELEVANT INFORMATION

This could include bills, records of text messages and calls, info on faults, mobile reception, and internet speed.

2



DECIDE WHAT YOU WANT YOUR PROVIDER TO DO

For example, you might want a charge reversed, a problem fixed, or compensation.

3



CONTACT YOUR PROVIDER AND MAKE A COMPLAINT

Contact could be by phone, on their website, or by email.



4



RESOLVING THE COMPLAINT

Providers should attempt to resolve your complaint the first time you contact them and finalise it within 3 weeks.

Urgent complaints must be resolved within 2 days.



5

IF YOUR COMPLAINT IS NOT RESOLVED

Contact the TIO (Telecommunications Industry Ombudsman).
Call 1800 062 058 or visit www.tio.com.au.



HOW TO MAKE A COMPLAINT THAT GETS HEARD



Problems with customer service?

Not all providers are equal when it comes to customer service, but all of them are required to:

- Deal with your enquiries quickly and effectively.
- Try to resolve any problem the first time you contact them.
- Protect your personal information.

You have a right to complain to the TIO if your provider:

- Is hard to contact.
- Does not do what they promised.
- Is disrespectful or offensive.
- Refuses to escalate your complaint to a supervisor or manager if you request it.

Contact us

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Twitter: @ACCAN_AU
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info@accan.org.au
02 9288 4000

For more tips and information go to:
accan.org.au/consumer-info



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How to make a complaint that gets heard

