



## Tip Sheet

# How to make a complaint that gets heard

If you have a problem with your phone or internet provider, you have a right to complain. Making a successful complaint is pretty straightforward, especially when you know your rights. Here are five simple steps to make your complaint heard – and hopefully, resolved quickly.

**1. Gather all the relevant information**

It's helpful to gather any evidence that supports your complaint, such as your bill, records of text messages and calls or details of a fault.

**2. Think about what you want your supplier to do**

You may want a credit on your bill, a charge reversed or a change to your plan. You may just want your supplier to fix the problem so it doesn't happen again, or even an apology.

**3. Contact your supplier**

Your supplier will have a complaint handling policy on their website that explains how you can make a complaint, and some may have a dedicated phone number. Make sure to clearly state that you have a complaint. Save any emails and keep a log of the time and date of when you made or received calls.

**4. Still not happy?**

Suppliers should attempt to resolve your complaint the first time you contact them and finalise it within 30 days. If you are unhappy about the response you get from your supplier, or they don't do what they say they will do to resolve the problem, tell your supplier you are dissatisfied and ask them if there is any more they can do.

**5. Contact the Telecommunications Industry Ombudsman (TIO)**

If your complaint still isn't resolved to your satisfaction, you have a right to contact the TIO, which has the power to investigate customer complaints and make the supplier fix the problem, reimburse you or compensate you. Lodge your complaint with the TIO by doing one of the following:

- Complete the online form on their [website](#).
- Call 1800 062 058.
- Post your complaint to PO Box 276, Collins Street West, VIC 8007.
- Fax the consumer complaint form to 1800 630 614.

Please note: the TIO can help to resolve your complaint if you have given your provider a reasonable opportunity to address the problem *and* you make the complaint within two years of becoming aware of the problem. So it's essential you contact your telco first to try to fix the problem before going to the TIO.

Australian Communications Consumer Action Network (ACCAN)  
*Australia's peak body representing communications consumers*

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## How to complain to your telco

Table 1 contains details on how to contact Australian telcos.

Telco	Contact details
<a href="#">ALDImobile</a>	Call 1300 989 000 or email by logging into your ALDImobile account.
<a href="#">amaysim</a>	Call 1300 808 300, email: <a href="mailto:service@amaysim.com.au">service@amaysim.com.au</a> or live chat on their website.
<a href="#">Bendigo Bank Telco</a>	Call 1300 737 881 or fill out the contact form on their website.
<a href="#">Boost</a>	Call 125 8881, email: <a href="mailto:compliancemanager@boost.com.au">compliancemanager@boost.com.au</a> or live chat online on their website.
<a href="#">Club Telco</a>	Call 13 83 52 or email: <a href="mailto:contactus@clubtelco.com">contactus@clubtelco.com</a> .
<a href="#">Cmobile</a>	Call 1300 545 000 or email: <a href="mailto:support@cmobile.com.au">support@cmobile.com.au</a> .
<a href="#">Dodo</a>	Call 13 36 36, email: <a href="mailto:complaints@dodo.com.au">complaints@dodo.com.au</a> or live chat online on their website.
<a href="#">GoTalk</a>	Call 1800 468 255, use the online form or live chat on their website.
<a href="#">Hello Mobile</a>	Call 126 999 on your Hello Mobile number, or 1300 126 999 from any other phone. You can also email: <a href="mailto:support@hellomobile.com.au">support@hellomobile.com.au</a> or live chat on their website.
<a href="#">iiNet</a>	Call 13 22 58 or email: <a href="mailto:support@iinet.net.au">support@iinet.net.au</a> .
<a href="#">Internode</a>	Call 13 66 33 or fill in the contact form on their website.
<a href="#">iPrimus</a>	Call 1300 85 44 85, email: <a href="mailto:customerservice@iprimus.com.au">customerservice@iprimus.com.au</a> or live chat on their website.
<a href="#">Jeenee Mobile</a>	Call 1300 054 631 or email: <a href="mailto:complaints@jeenee.org.au">complaints@jeenee.org.au</a> .
<a href="#">Lebara Mobile</a>	Call 126 122 from your Lebara Mobile number, or 1300 126 122 from any other phone. You can also email: <a href="mailto:customercareoz@lebara.com">customercareoz@lebara.com</a> .
<a href="#">Live Connected</a>	Call 07 3038 3068, email: <a href="mailto:complaints@liveconnected.com.au">complaints@liveconnected.com.au</a> or live chat on their website.
<a href="#">Optus</a>	Call 131 344 (Faults) or 133 937 (Home Phone, mobile, TV and Internet).
<a href="#">Spintel</a>	Call 1300 303 375, email: <a href="mailto:complaints@spintel.net.au">complaints@spintel.net.au</a> or send a letter.
<a href="#">Telstra</a>	Call 13 22 00 and say "complaint", use the <a href="#">online complaint form</a> on their website or send a letter.
<a href="#">TPG</a>	Call 13 14 23 or send an email using the <a href="#">online form</a> on their website.
<a href="#">TransACT</a>	Call 13 30 61.
<a href="#">Vaya</a>	Call 1300 008 292, email: <a href="mailto:talk@vaya.net.au">talk@vaya.net.au</a> or request a call back on their website.
<a href="#">Virgin</a>	Call 1300 555 100 or send an email using the online form on their website.
<a href="#">Vodafone</a>	Call 1555 on your Vodafone mobile or 1300 650 410 from a non-Vodafone phone, email using the online form on their website or get in touch via social media.
<a href="#">Yatango</a>	Email: <a href="mailto:support@yatango.com">support@yatango.com</a> .

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