# How to make a complaint that gets heard

1. **Gather relevant information**

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

1. **Decide what you want your provider to do**

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

1. **Contact your provider & make a complaint**

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

1. **Resolving the complaint**

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

Urgent complaints must be resolved within two days.

1. **If your complaint is not resolved**

Contact the Telecommunications Industry Ombudsman (TIO) - call 1800 062 058 or got to [tio.com.au](https://www.tio.com.au/).

## 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.