

# TIO COMPLAINT FORM

Before sending us this form, please try to resolve your complaint with your service provider.

If you have done this, and feel that you have not been able to reach a fair and reasonable resolution, please complete and send the form to us by:

**Email** tio@tio.com.au

**Fax** 1800 630 614

**Post** PO Box 276, Collins St West VIC 8007

We will contact you and let you know the next steps. If your complaint is urgent, please call us on 1800 062 058.

For more information about the TIO, see <http://www.tio.com.au>.

## Privacy notice

- We collect personal information about you in order to contact you and handle your complaint. We will share your personal information with the telecommunications provider your complaint is about, who may also provide your personal information to us. That provider or its staff may be overseas.
- If you choose to provide us with sensitive information, for example information about your health, you consent to us collecting and disclosing that information unless you tell us otherwise.
- If you choose to remain anonymous or withhold information, we may not be able to handle your complaint.
- With your consent, or by law, we may provide your personal information to government agencies.
- We may also provide your personal information to third parties for the purposes of improving our services.
- You can access and correct personal information that the TIO holds about you and complain about a TIO privacy breach or how the TIO has handled your personal information.
- To find out more, the TIO's Privacy Policy at [www.tio.com.au/privacy](http://www.tio.com.au/privacy) explains how the TIO collects, handles and protects personal information about you, including information obtained from your representative.

## 1. Your details:

Family name (surname)	<input type="text" value="Mr/Mrs/Ms/Miss"/>		
Given names	<input type="text"/>		
Postal address	<input type="text"/>		
	Suburb <input type="text"/>	State <input type="text"/>	Postcode <input type="text"/>
Email address	<input type="text"/>		
Phone number (main contact)	<input type="text"/>	Phone number (alternative contact)	<input type="text"/>

What type of consumer are you? *Please tick (✓)*

<input type="checkbox"/>	Residential	
<input type="checkbox"/>	Small business	
<input type="checkbox"/>	Other – what type?	<input type="text"/>

Are you the account holder for the telecommunications service?

The account holder is the person who signed or otherwise agreed to the contract and is legally responsible for the service.

<input type="checkbox"/>	Yes – continue to Section 2
<input type="checkbox"/>	No – continue completing the form but ask the account holder to complete Section 4

# Telecommunications Industry Ombudsman COMPLAINT FORM *continued*

## 2. Details of telecommunications service:

Name the service provider (the phone company or internet service provider) that you have a complaint about.

What kind of service is your complaint about? *Please tick (✓)*

- landline  
 mobile  
 mobile premium service, e.g. ring tones  
 internet

What is the identifying information for this service, e.g.

- for landlines and mobiles – the telephone number, order number, account number or address?
- for internet services – the user or log in name, order number, account number or address?

## 3. Your complaint:

Have you contacted the TIO before?

- No  
 Yes, but about a different complaint.  
 Yes, about this complaint:

What is your TIO reference number?

Who did you speak with at the TIO?

Please explain your complaint (*if you need more space, you can attach a separate sheet*):

**3. Your complaint (*continued*):**

How has the service provider responded to your complaint? (*if you need more space, you can attach a separate sheet*)

How would you like the service provider to resolve your complaint? (*if you need more space, you can attach a separate sheet*)

Do you have written documents about your complaint?

- No – continue to Section 4
- Yes – provide copies of your documents with this form, e.g. bills, contracts, or letters and emails between you and the service provider. If you are disputing the same charge on every bill, you need only send us one example.

**4. Authorisation form for a third party to represent an account holder about a complaint:**

**IMPORTANT NOTES:**

- The TIO is a FREE SERVICE for consumers: paid representation is not required.
- You only need to complete and send us this part of the complaint form if you want another person to act on your behalf.

As the account holder for: *please tick appropriate type of service (✓)*

<input type="checkbox"/> landline	telephone number
<input type="checkbox"/> mobile	telephone number
<input type="checkbox"/> internet service	user name or account number

# Telecommunications Industry Ombudsman COMPLAINT FORM *continued*

## 4. Authorisation form for a third party to represent an account holder about a complaint (*continued*):

I  , authorise the Telecommunications Industry Ombudsman  
and

to deal with the representative I have named below in all matters relating to my complaint.

I understand that the TIO's Privacy Policy ([www.tio.com.au/privacy](http://www.tio.com.au/privacy)) explains how the TIO collects, handles and protects personal information about me (including information the TIO collects from my representative).

I accept that information about my complaint, and personal information that may include sensitive information (for example, information about my health), may be provided:

- by my representative to the TIO and the service provider
- by the TIO to my representative and the service provider
- by the service provider to the TIO and my representative.

I confirm that the TIO and the service provider can contact my representative to discuss the resolution of my complaint.

**Signed**

Date

Postal address

Suburb  State  Postcode

Email address

Phone number (main contact)  Phone number (alternative contact)

### My representative is:

Name

Postal address

Suburb  State  Postcode

Email address

Phone number (main contact)  Phone number (alternative contact)

### Please return this completed form to:

#### Telecommunications Industry Ombudsman Limited

**Post:** PO Box 276, Collins Street West VIC 8007

**Fax:** 1800 630 614      **Email:** [tio@tio.com.au](mailto:tio@tio.com.au)

**Freecall:** 1800 062 058 (Calls from mobiles will be charged at the applicable rates. If you are calling from a mobile, you can ask us to call you back.)

**TTY** 1800 675 692

**National Relay Service:** [www.relayservice.com.au](http://www.relayservice.com.au) or  
call on 1800 555 677 then enter/ask for 1800 062 058