

Complaint form

Before making a complaint

You must give your service provider a chance to fix your problem before you make a complaint to the TIO. Many complaints can be resolved quickly once you contact your service provider.

If you're a residential consumer or small business and you've **already tried to resolve your complaint with your telecommunications provider**, you can make a complaint to us. If you have not tried to resolve your complaint with your provider, you can find their contact details by searching our [providers list](http://www.tio.com.au/who-we-work-with) (www.tio.com.au/who-we-work-with).

Send this form to us

If you have already tried to resolve your complaint with your telecommunications provider, and feel that you have not been able to reach a fair and reasonable resolution, please complete all mandatory fields marked with an *, save this PDF, print and send the form to us by:

Post PO Box 276, Collins St West VIC 8007

Fax 1800 630 614

We will contact you and let you know the next steps.

If your complaint is urgent, please call us on 1800 062 058.

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 providers who can help resolve your complaint. This may include a wholesale provider. These providers may also provide your personal information to us. These providers or their 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. We will only do this in accordance with our Privacy Policy. The TIO does not use personal information it collects for direct marketing.
- 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](http://www.tio.com.au/privacy) (www.tio.com.au/privacy) explains how the TIO collects, handles and protects personal information about you, including information obtained from your representative.

More information

For more information about the Telecommunications Industry Ombudsman visit www.tio.com.au.

1. Account holder information

Are you the account holder? *

Yes No

If you are not the account holder, have you been given permission to make this complaint?

Yes No

To make a complaint on behalf of another person or a small business, you will need their authorisation. The account holder must sign a [TIO Authorisation Form](http://www.tio.com.au/making-complaint-someone-else) (www.tio.com.au/making-complaint-someone-else), which gives you the authority to share and receive information about the complaint and make decisions about how it is resolved. If you aren't able to complete the Authorisation Form, please call us on 1800 062 058 to discuss.

[Click here](http://www.tio.com.au/making-complaint-someone-else) (www.tio.com.au/making-complaint-someone-else) and follow the instructions to complete and return a signed Authorisation Form.

You can attach and send the signed Authorisation Form with this Complaint Form.

2. Service information

What services are you complaining about? *

Tick one or more services.

Internet Landline Mobile Damage to property

Which service provider is this complaint about? *

What is the account number? *

You can find your account number on a bill from your service provider. If you are unable to find your account number, you can provide a complaint reference or service number. If you cannot find any of these details, please write "No reference" and ensure you provide us with the account holders full name and billing address.

Are you disputing any unpaid charges? *

Yes No

If 'yes', approximately how much?

Please only enter unpaid amounts. If you are seeking a refund or compensation, please tell us about this when describing your complaint.

\$

Is your complaint about a service delivered over the National Broadband Network (NBN)? *

Yes No

If your complaint is about a service delivered over the NBN, please provide your service address details.

Street address

Suburb or town

Postcode

State

3. Complaint information

When did you discover the problem? *

Please note we can't accept a complaint if you have known about the issue for more than 6 years. In some cases, we will not consider a complaint you have known about for more than two years.

Month Year

What is the complaint reference number from the service provider?

Leave blank if you do not have one.

Please tell us about your complaint. *

If you run out of space to describe your complaint, you can attach additional information.

What did your provider say when you made the complaint? *

What do you want the provider to do to resolve your complaint? *

If you have additional documents to support your complaint, you can attach and send them with this form.

4. Contact information

Account holder details

What type of account is your complaint about? *

Please tick one account type:

Personal

Business

Charity

Community

Government

To make a complaint on behalf of a small business, charity, community organisation or Government, a Partner, Director or authorised person will need to complete a [TIO Business Information Form](http://www.tio.com.au/making-complaint-someone-else) (www.tio.com.au/making-complaint-someone-else).

You can attach and send the signed Business Information Form with this Complaint Form.

Your contact details. *

We prefer both email and telephone details so we and your service provider can contact you quickly. If you are complaining about your phone service, please still give us that number or the best possible alternative.

Title

First name *

Surname *

Email address

Contact phone number *

Postal address

Suburb or town

Postcode *

State *

Representative details

If you are not the account holder, have been given permission to make this complaint and have selected the Personal account type, please fill out your contact details below.

What is your relationship to the account holder? *

Please tick one relationship type:

Advocate	Director	Legal Representative
Carer	Family member / Friend	
Credit Repair Agency	Financial Counsellor	

Your contact details. *

We prefer both email and telephone details so we and your service provider can contact you quickly. If you are complaining about your phone service, please still give us that number or the best possible alternative.

Title First name * Surname *

Email address Contact phone number *

Postal address

Suburb or town Postcode * State *

Please return this completed form to:

Telecommunications Industry Ombudsman Limited

Post PO Box 276, Collins St West VIC 8007

Fax 1800 630 614

Phone: 1800 062 058

Calls are free from landlines, but standard rates apply for calls from mobiles. If you call from a mobile you can ask us to call you back.

National Relay Service: If you are deaf, or have a hearing or speech impairment you can contact us through the [National Relay Service](http://www.communications.gov.au/accesshub) (www.communications.gov.au/accesshub).

Translating and Interpreting Service: Need an interpreter? Call our hotline and we will get one for you, or call the [Translating and Interpreting Service \(TIS\)](http://www.tisnational.gov.au) (www.tisnational.gov.au) at 131 450.