

## Complaint Handling Policy

MATE Communicate aims to lead Australia in delivering outstanding customer experiences. If you have not received the support you expect we want you to let us know so we can get it right.

Nothing in this Statement of Customer Service Standards limits or detracts from your legal rights and MATE Communicate will not charge you money for handling your complaint. We aim to provide a quick and effective resolution of your concerns and difficulties.

### There are three ways you can let us know

- 1 PHONE: 1300 876 283
- 2 EMAIL: [support@letsbemates.com.au](mailto:support@letsbemates.com.au)
- 3 If you wish to lodge a written complaint, you can forward your correspondence to:

PO Box 7273 Wetherill Park NSW 2164

We will acknowledge your complaint by phone, or by sending a letter within 48 hours of receiving it if this is requested

### How we resolve complaints:

**By phone:** The quickest way to resolve your complaint is by speaking with one of our consultants. If they are unable to solve your problem a manager will take responsibility for your issue. A record of your complaint is kept on your file and we can view this when you quote the account or service number on your bill at any time.

**By email or letter:** We will respond to your complaint within 48 hours of receiving it and provide you with an indication of how long it will take to resolve.

We aim to resolve all customer complaints within 10 working days.

#### What we do if you want your complaint investigated further:

If our consultants or managers are not able to resolve your concerns we will refer your complaint to our Customer Relations Group. We will provide you with a complaint reference number and within 48 hours your complaint will be allocated to a dedicated Customer Relations case manager. Your case manager will also provide you with their direct contact details.

If you would like to nominate someone to speak to MATE Communicate on your behalf, we are happy to speak with this person. We may contact you to ask your permission either via phone or in writing first, to make sure you are happy for us to discuss your complaint with them.

### What if my complaint is urgent?

We deal with the majority of complaints in the order they are received.

There are certain types of complaints which are always considered urgent; usually complaints referred by our financial hardship team and where a customer has lost service, or we become aware that their service may become lost, for an unknown or unusual reason. These types of complaints are given priority and we will work to resolve them within 48 hours.

If you feel your complaint is urgent and requires priority for any other reason, please speak with a Customer Service representative who will do their utmost to assist.

### How can I confirm my complaint is resolved?

We will not implement an outcome or resolution unless this has been accepted by you or your representative.

While we will usually discuss your complaint with you via telephone, we are happy to confirm this via letter or email within 5 working days of the agreed resolution should you request this.

We aim to resolve all customer complaints within 10 working days. If we cannot speak with you directly we will send you a letter acknowledging your complaint, providing our direct contact details so you can call us back at your convenience.

### What do we expect from you?

To ensure your complaint is resolved effectively, we may need to contact you to find out more information and to discuss your concerns. Therefore we may ask you for contact details to enable this, and to be available to discuss this at a time you agree to.

We ask, while your complaint is being investigated, that amounts you are not disputing be paid. We will not take credit management action on amounts that are part of your complaint.

Should your matter be complex, or require extra time to resolve, we will discuss this with you and provide you with the reasons why this is the case.

### What if I am still dissatisfied?

If you are not satisfied with our review of your complaint, or with the way in which we have handled the complaint, you can ask the Telecommunications Industry Ombudsman (TIO) to assist, after you have spoken with us.

To lodge a complaint with the TIO you can call **1800 062 058**  
(1800675692 from a TTY handset) or contact them via their website  
**[www.tio.com.au](http://www.tio.com.au)**

## Compliments:

We appreciate you taking the time to give us feedback.  
We use the feedback to recognise and reward our top performers.  
Feedback can be provided through our website at  
**[www.letsbemates.com.au](http://www.letsbemates.com.au)**