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CUSTOMER COMPLAINT HANDLING PROCESS

Our Goal:

FYI Telco is dedicated to the management and resolution of complaint handling with the most beneficial outcome for both parties.

Resolving & Actioning Complaints:

Please contact us on 1300 10 80 80 if you have a complaint. We aim to resolve complaints on first contact.

Should a complaint not be resolved on first contact, we will further review, investigate and assess your complaint in detail and in a timely manner. Upon completion of our initial investigation we will advise you of the resolution of the complaint within 2 working days (for urgent aspects of a resolution) or 15 working days for non-urgent aspects of the resolution.

Action on resolution of the complaint will commence as soon as is practicable and we will inform you of the progress of activities of your complaint throughout the process.

Dispute Resolution Information:

If you are not satisfied with the outcome of your customer service and wish to contact our Complaints Manager please contact us on 1300 10 80 80 or email us at: info@fyitelco.com.au to obtain information on our internal dispute resolution process.

If you are not satisfied with the outcome of the complaint you may contact the Telecommunications Industry Ombudsman on 1800 062 058, by email to tio@tio.com.au, by faxing to 1800 630 614 or by post to: PO BOX 276 Collins Street West VIC 8007

Please Note: The TIO advises: *“Before we can consider your complaint, the telecommunications service provider must have been given an opportunity to resolve the complaint. You must contact the telecommunications service provider’s consumer complaints area first to discuss the issue and see if it can be resolved quickly.”*