

# Complaint Handling Process

Document Version 1.0

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If you make a complaint about our products, services, staff or procedures, we aim to deliver a resolution within 10 to 15 business days, or 2 business days where the complaint is urgent.

A complaint is urgent when:

- You are being assessed or have been approved for financial hardship assistance and you believe your issue directly contributes to or worsens that hardship.
- Your issue is about a disconnection that's about to happen, or a disconnection that has happened in error.
- Your issue is about a service or situation that is dangerous to you or others.

Please contact us by calling 1300 655 982 for all urgent complaints to get the fastest possible response.

## Making a Complaint:

### 1. The Tomi Support & Billing Team

Please contact Tomi by calling 1300 655 982 or emailing [support@tomi.com.au](mailto:support@tomi.com.au). If you choose to send an email, a Tomi Team member will reply with your reference number within 2 business days. The Team member handling your complaint will work with you to achieve a resolution.

### 2. Senior Team Member

If a Tomi Team member is not able resolve a complaint it can be escalated to a Senior Team Member. If a Senior Team Member is unavailable at the time you ask for them; they will call you back once they become available, or you may request a call back during a time more convenient for you. This time must be during Tomi's opening hours, 10:00AM to 7:00PM (local time), 5 days a week.

### 3. Tomi Team Manager

If a Senior Team member is not able resolve a complaint, it can be passed up to a Team Manager. The Manager will review your complaint and respond within 2 business days and attempt to achieve a resolution.

### 4. The Industry Ombudsman

If your complaint isn't resolved, Tomi may recommend you contact the Telecommunications Industry Ombudsman (TIO) for independent advice. Tomi asks that if you do have a complaint, you contact us before going to the TIO. In our experience, complaints can be resolved much faster through Tomi.

## The TIO Can Be Contacted By:

- Telephone: 1800 062 058 or 03 8600 8700
- Fax: 1800 630 614 or 03 8600 8797
- Email: [tio@tio.com.au](mailto:tio@tio.com.au)
- Online: <https://www.tio.com.au/making-a-complaint>

You can also contact the Office of Fair Trading in your State or Territory.