



Your Small Business Guide

Making a complaint



 **Easy
English**

accan



You can get help with this book

To help you understand this book you can talk to



- a friend
- a family member
- a support person.



They can also help you find more information.



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **red**
- we write what the hard word means.



About this book

This book is about how to make a **complaint** about your phone or internet.



A **complaint** is when you tell someone you are not happy with something.

You can make a complaint if you have a problem with

- your mobile phone
- your internet.

What can you complain about?

You can complain about your phone



- not making calls
- not getting calls
- not working properly.



You can complain about your internet not working.



You can complain about your bill being wrong for

- your phone
- your internet.



Some smaller businesses have extra protections.



These extra protections are for businesses that spend less than \$40,000 each year on phones and internet services.



The extra protections are given to these businesses by the **Telecommunications Consumer Protection Code (TCP Code)**.

The **TCP Code** has special rules about



- keeping you connected to your phone
- keeping you connected to your internet.



The TCP Code also has special rules about

- how your telco can bill you
- what telcos have to tell you before you sign up to a plan.

Who can you complain to?

You can make a complaint to your **telco** provider.



A **telco** is the company that you pay for your phone or internet. Some telcos are

- Telstra
- Optus
- Vodafone.

How do you complain?

First you need to find out how to contact your telco. Your telco's website might have information about how to contact them.



You can make a complaint to your telco



- by email
- on the phone
- on your telco's website.



You should tell
your telco that you
have a complaint.

You should tell
your telco what
the problem is.



You should keep notes about your complaint.

This could mean saving any emails with your telco about your complaint.



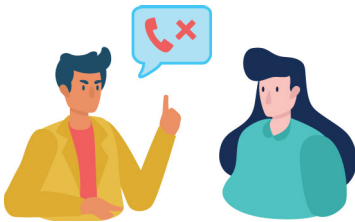
If you talk to your telco online take pictures of what they say.



If you call your telco write down

- when you called
- the person you spoke with.

What happens when you complain?



Your telco will

- talk to you about the problem
- try to fix the problem with you.



What if your telco won't fix the problem?

You can contact the **Telecommunications Industry Ombudsman (TIO)** if

- your problem is not fixed
- you are not happy with your telco.



The TIO

- listens to complaints
- works with you and your telco to fix your problem.





How do you complain to the TIO?

Call 1800 062 058

Or

Visit their website
tio.com.au



More Information



For more information
contact ACCAN



Call
02 9288 4000

Fax
02 9288 4019

Website
accan.org.au



Email
info@accan.org.au

[Facebook.com/accanau](https://www.facebook.com/accanau)

[Twitter.com/ACCAN_AU](https://twitter.com/ACCAN_AU)



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**Australian Communications
Consumer Action Network**