

# Dodo's Complaint Management Policy Statement



## Tell us about it

Please tell us if you have any concerns or complaints about our service.

At Dodo we are committed to providing excellent customer service. To do that we need to know where things are going wrong, and we need you to help us.

We acknowledge that customers have a right to complain and so we welcome and encourage you to tell us about any concerns, expressions of dissatisfaction or complaints you may have about our products or services. We also welcome any helpful comments or compliments you may want to make about our staff or products.

We take your feedback seriously, as we think it is the best way for us to identify and correct our problems, all which will help improve our service to you.

## Talk to us first!

Please contact us on our Live Chat on [dodo.com](http://dodo.com) or call us on **13dodo (13 36 36)** and let one of our customer service representatives know about your complaint or any dissatisfaction you may have with our products or services. We will try to resolve your problem right away and, if we cannot, we will take steps to get the problem resolved as quickly as possible within 15 days. If we believe the problem is too complex to be resolved in that time we will advise you before the 15 days is up of the steps we need to take and the timeframes involved and when we expect to be able to offer you a resolution.

You will be provided with a unique tracking number that will enable us to identify your complaint and its content in future communication and we will ensure you are aware of this webpage and the information it contains.

We will also acknowledge receipt of your written (mail/fax/email) complaint within 48 working hours and provide you, via the most convenient means, with the same information that you would receive had you used Live Chat or telephoned, as outlined above.

Live Chat is the best way to let us know of your dissatisfaction or complaint, as well as your feedback and comments, or you can also use our Online Support system at <http://dodo.com/feedback> or by email to [complaints@dodo.com.au](mailto:complaints@dodo.com.au). If you like your social media, then feel free to 'like' us on Facebook and post your comments, dissatisfaction or complaints at [www.facebook.com/dodoaustralia](http://www.facebook.com/dodoaustralia) or you can tweet us @DodoAustralia. You can also visit our kiosks located at selected shopping centres. Refer to [www.dodo.com/connect-stores/](http://www.dodo.com/connect-stores/) for locations.

Or you can send us a letter detailing your comments, dissatisfaction or complaints to:

**Dodo Services Pty Ltd**  
Att: Service Improvement Team  
P.O. Box 631  
Collins St West 8007

Allow us to assist you to formulate, lodge and, if necessary, escalate your complaint with us. We welcome and encourage the use of an advocate authorised by you and will provide all assistance possible irrespective of disadvantage, disability or hardship.

Certain complaints require a higher priority, such as relating to our Financial Hardship Process or disconnected services, and agents will fast-track these complaints into a high priority system for urgent attention and high level monitoring. We will endeavour to resolve complaints classified as such within 2 working days.

## Privacy Complaints

If your complaint specifically relates to how we have collected, held, used or disclosed personal information, or you wish to know what personal information we hold about you, please address your complaint to our Privacy Compliance Officer at [privacy@dodo.com.au](mailto:privacy@dodo.com.au). All other complaints via email should be directed to [complaints@dodo.com.au](mailto:complaints@dodo.com.au) as set out above.

All avenues and complaints are covered by our Complaints Handling Process as above.

## If you are still unhappy with Dodo

Dodo's Complaints Handling System has a process of internal escalation if you feel your issues are not being addressed properly or, if it is a more complex case that requires the intervention of specialist staff, our agents will assist you with the escalation process. We will have one of our complaint managers from our Service Improvement Team review your problem and provide you with a prompt response.

## You can also get an independent review of your complaint.

If you remain unhappy with our resolution of your complaint, you also have the right to refer the complaint to the Telecommunications Industry Ombudsman (TIO). The TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia, who have a complaint about their telephone or Internet service.

### **Telecommunications Industry Ombudsman**

1800 062 058\*

[www.tio.com.au](http://www.tio.com.au)

TTY: 1800 675 692

Translator & Interpreter Service: 131 450

\* Calls from mobile phones will be charged at the applicable mobile rate.

Other avenues depending on the nature of your complaint may be;

### **Office of the Australian Information Commission (formerly the Privacy Commission)**

1300 363 992\* (call charges may apply)

<http://www.oaic.gov.au>

### **National Anti-Discrimination Information Gateway**

<http://www.antidiscrimination.gov.au>

### **Consumer Affairs/Fair Trading**

Check for the office operating in your state or territory