

Making a complaint

If you have a complaint we encourage you to contact us immediately. In the first instance, complaints should be reported to our customer care team by phoning 133 001; they will provide a reference number for the complaint, please make a note of this.

If you prefer, you can write to us at: GPO Box 2223, Melbourne, VIC 3001

Alternatively, you can log into your Members area and use E-Support to contact us by email. After selecting to "Create New" You should select "Accounts" and then choose "Feedback".

To facilitate your grievance properly, it would be appreciated if you could list the following details when contacting us:

Account holders full name.

Account Username

Daytime contact number/s.

Details of complaint including (if possible): dates, times and any staff member spoken to (if relevant)

Details of any previous correspondence with ONEseniors.

If you feel your complaint has not been resolved within 7 days, you should ask that it be referred to a supervisor, who will address it or pass it on to the most appropriate staff member. If we ask for written details of your complaint, you must provide this, and we will normally report the progress of the matter to you letter or phone call.

If you are not happy with the resolution of your complaint please call our customer care team and quote the reference number of your original issue and ask to lodge a complaint for review. The representative will lodge a complaint to management and the decision will be reviewed.

If you are still not happy with the outcome, you may be entitled to contact the Telecommunications Industry Ombudsman (TIO). Please note the TIO is "an office of last resort" and in the interests of fairness, ONEseniors must be given a reasonable opportunity to settle a complaint before the TIO will become involved.