



Complaint Handling Policy

At TPG, we always want to provide you with the best customer service. If you haven't received the service you expected, you have the right to make a complaint.

A complaint is an expression of dissatisfaction made to us about our products or service, where you expect a resolution. Contacting us for tech support or to report a service issue is not necessarily a complaint - if it's not clear to us, we'll ask you to confirm that you want to make a complaint.

During any complaint, we will treat you with fairness and courtesy and will provide a fair and reasonable outcome to everyone involved. We aim to resolve complaints efficiently starting from the first time you contact us.

How to make a complaint

You can contact us to make a complaint using one of these methods:

Tech Support for help with your TPG services

- **Phone:** 13 14 23
- **Email:** helpdesk@tpg.com.au
- **Online:** <https://community.tpg.com.au>
- **Open hours:** 8am - 10pm, Mon-Fri; 9am - 9pm, Weekends & Public Holidays (AET)

Customer Service for help with your TPG account and billing

- **Phone:** 13 14 23
- **Email:** customer_service@tpg.com.au
- **Online:** <https://community.tpg.com.au>
- **Open hours:** 8am - 8pm, Mon-Fri; 9am - 6pm, Weekends & Public Holidays (AET)

If your complaint isn't resolved by Tech Support or Customer Service, you can ask to be referred to Customer Relations or email them directly.

Customer Relations

- **Email:** customer_relations@tpg.com.au
- **Open hours:** 9am – 5:30pm, 7 days (AET)



Don't have access to phone, email or web? Complaints can also be mailed to PO Box 1844, Macquarie Centre, NSW 2113.

Please note: Make sure you include your current contact details – if we can't reach you over phone or email with the details we have on file, we'll have to contact you in writing. You'll have 10 business days to respond before your complaint will be closed.

We're here to help

Please let us know if you need help understanding this process or help making or progressing a complaint.

You may nominate an authorised representative or advocate to make a complaint and deal with us on your behalf. To protect your privacy, you must give us your permission (over the phone or in writing) to speak with your authorised representative or advocate about your complaint.

If English isn't your first language, you may use language interpreter services to contact us instead of nominating an authorised representative or advocate. Please note you may incur fees from any third-party services you hire to help you.

Do you have a hearing or speech impairment? You can contact us through the [National Relay Service](#).

If you have other special needs, please let us know and we'll help you where we can.

If you are suffering financial hardship, our [Financial Hardship Policy](#) will explain how we can help you.

What happens when we get your complaint

We'll acknowledge your complaint and give you a reference number immediately, if you contacted us by phone. If you contacted us by any other means, we'll give you a reference number within 2 business days for general complaints, or within 1 business day for Urgent Complaints.

If you believe your complaint is urgent, see [Urgent Complaints](#).

We'll aim to investigate your complaint and give you written confirmation of the proposed resolution within 5 business days, or within 15 business days if the complaint involves complex matters. If you have an Urgent Complaint, we will aim to do this within 2 business days.



Note: If your complaint is about alleged billing errors, we'll resolve your complaint before the end of your next billing cycle.

Your written confirmation of the proposed resolution will include the date the resolution was implemented, if accepted. You may request this written confirmation at any time, and we'll provide it within 5 business days.

If we reasonably believe that your complaint will take longer than these timeframes, we'll contact you directly to discuss the reasons for the delay and advise a new timeframe. If the delay is expected to be longer than 10 working days, we'll advise your options for external dispute resolution such as the TIO. If a complaint is indicative of broader problem or systemic issue, we'll seek to resolve its main cause.

Complaints will be classified into one of the following categories:

- **Billing** - for complaints about any fees or charges on your invoice, including international roaming and excess usage.
- **Customer Service** - for complaints about the service you receive from us, including incorrect information, lack of ownership, failure to escalate, no callback and call wait times.
- **Faulty Service** - for complaints about faulty services including delays, process disputes, and services not cancelled.
- **Provisioning** - for complaints about the connection, relocation or delivery of services, including hardware, infrastructure, delays and missed appointments.
- **Speed** - for complaints about speed issues and congestion.

How your complaint will be escalated

If your complaint isn't resolved the first time, it will be escalated to a supervisor or team manager. If they can't help, Customer Relations will take over management of your complaint.

If you're not happy with the progress or proposed resolution of your complaint, you can ask for your complaint to be escalated at any time. You can also ask about your options for external dispute resolution.

If you tell us that you're not happy with the response times for handling your complaint, we'll explain our escalation processes and advise your options for external dispute resolution (such as the TIO) within 5 working days.



Urgent Complaints

Please tell us if your complaint is urgent. A complaint is considered Urgent if:

- You've asked to be assessed (or have been approved) for financial hardship assistance and the nature of your complaint will worsen that hardship;
- disconnection of your service is imminent or has already occurred and due process was not followed; or
- your complaint is about a service or situation that is dangerous to you or others.

For more info about financial hardship assistance, see our [Financial Hardship Policy](#).

We don't offer Priority Assistance or support for medi-alert services and monitored alarm systems. Priority Assistance is offered by Telstra for people who may rely on a telephone service because of a serious medical condition. If you have a medi-alert or Priority Assistance service or believe that you are eligible, please consider this before ordering TPG services.

For the timeframes that apply to Urgent Complaints, see [What happens when we get your complaint](#).

If your complaint isn't considered urgent based on the above criteria and you reasonably believe it should be, please let us know. We'll explain our escalation processes and advise your options for external dispute resolution (such as the TIO) within 2 working days.

Ways you can monitor your complaint

We'll keep you updated about your complaint and if there's a delay, we'll give you a timeframe for resolution as soon as practical. You can also ask us for an update at any time by calling or emailing us with your reference number.

If your complaint has been escalated to Customer Relations, they'll also give you their direct contact details.

When a complaint is resolved

We'll confirm the outcome of your complaint over the phone or in writing (email) as soon as possible. Please tell us how you'd like us to contact you when you make your complaint. If you ask for written confirmation of the resolution, we'll send it to you within 5 business days.



We can't go ahead with any proposed resolution until you've accepted it. Once you've accepted a resolution, we'll take all reasonable actions to implement it within 10 business days (or within 2 business days for Urgent Complaints), unless you've agreed to another timeframe. The resolution may be delayed if it needs you to complete an action that you haven't done yet.

We won't close your complaint without your consent, unless your complaint has already been escalated within TPG and:

- you've told us that you're not happy with the progress or resolution of your complaint and we've told you about your options for external dispute resolution such as the TIO; or
- we've been unable to contact you for more than 10 business days after trying to contact you in writing; or
- we reasonably believe that your complaint or behaviour is frivolous or vexatious and within 5 business days of reaching this view, we've told you that we won't deal with your complaint (and why) and explained your options for external dispute resolution. If you ask for written confirmation of this view, we'll send it to you within 5 business days.

Further options for external dispute resolution

Most complaints can be handled by us with a fair and efficient outcome for everyone involved.

If you've given us an opportunity to resolve your complaint and remain dissatisfied after it's been escalated within TPG, you may seek advice from the external organisations listed below. Additionally, you may refer your complaint to the Telecommunications Industry Ombudsman (TIO) for dispute resolution at no cost.

To find out more about how the TIO can assist you, you can visit the TIO's webpage ['What we can help with'](#) or contact the TIO:

- Phone - 1800 062 058
- Online - ['Online complaint form'](#) webpage
- Post - PO Box 276, Collins Street West, VIC 8007
- Fax - 1800 630 614
- Access using a language interpreter, Auslan interpreter or the National Relay Service - ['Interpreters and accessibility'](#) webpage.



The following organisations are also available to help.

- [Office of the Australian Information Commissioner](#) (OAIC): Privacy complaints PH: 1300 363 992
- [Australian Competition and Consumer Commission](#) (ScamWatch): Scam complaints (online form available through the link)
- [Australian Financial Complaints Authority](#): Sold debt payment and insurance disputes PH: 1800 931 678
- [eSafety Commissioner](#): Online Safety complaints:

Need this information in another language? Please ask for a referral to our Customer Relations team.

Whistleblower Policy

At TPG, we're strongly committed to fostering a culture where you feel safe to speak up about matters that concern you or if you suspect something is not right. Our whistleblowing program encourages and provides an avenue for all employees, suppliers and business partners to act if you have concerns about illegal, unethical or improper conduct.

Read through our [Whistleblower Policy](#) for more information.