

Complaints

Introduction

Our goal as a telecommunications provider is to keep our customers satisfied, which means as few complaints as possible. From time to time a situation may arise where a customer may feel the need to make a complaint. We are dedicated to resolving any complaints that do arise in an open, fair and prompt fashion. To support that goal, our complaints process is approved by our Managing Director, who is responsible for ensuring its implementation, operation and compliance in accordance with Chapter 8 of the TCP Code.

Contacting us about a complaint

You can contact us regarding a complaint as follows:

Department: Customer Service
Phone: 1300 724 480
(8.30am - 5.30pm business days unless urgent)
Email: customerservice@memberstelecom.com.au
(all hours – processed during business hours)
Postal: P.O Box 554
South Melbourne, VIC. 3205
(all hours – processed during business hours)
Fax: (03) 9699 8742
(all hours - processed during business hours)

Members Telecom is dedicated to resolving your complaint within a timely fashion. If you are not satisfied with the resolution or the investigation of your complaint it will be escalated to the next level of management. We will deal with you personally to discuss your complaint and the resolutions you have been offered.

If we remain unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman (TIO) <http://www.tio.com.au> or phone 1800 062 058. The TIO is an office of last resort for complaints about telecommunications services. We ask that if you do have a complaint, you give us the chance to resolve it before going to the TIO.

More Information

[Members Telecom Complaints Handling Process Summary v3.pdf](#)