



## Complaints Policy

This document contains the MEDIONmobile Complaints Policy of MEDION Australia Pty Ltd for ALDImobile

If the service from MEDIONmobile has not met your expectations, we encourage you to contact us immediately so that we can resolve this for you.

### Our contact details

In the first instance, please contact our customer contact centre by calling us on 2534 (ALDI) from your ALDImobile or 1300 989 000 from any other phone and request to speak with our complaints department. Our complaints department is open Monday - Friday 9am- 5pm AEST. If you want to make a complaint outside of these times you can always ask to lodge a complaint with a Team Leader during opening hours, or send us an email or E-support message through your Members Area. You can also write to us with details of your complaint if you would prefer.

### Alternative Contact Details

Phone:	2534 (ALDI) from your ALDImobile, or 1300 989 000 from any other phone
Address:	Reply Paid 84845 MEDION Australia ST LEONARDS, NSW 2065
Fax:	02 94780291
E-support:	Login to your My ALDImobile account at <a href="http://www.aldimobile.com.au">www.aldimobile.com.au</a>
Email:	<a href="mailto:feedback@aldimobile.com.au">feedback@aldimobile.com.au</a>

### Lodging your Complaint

To help us deal with your complaint as quickly and effectively as possible, it would be appreciated if you could list the following details when contacting us:

- Account Number
- Account holders full name
- Service Username or number
- Daytime contact number/s
- Summary overview of your complaint
- Details of the complaint including (if possible): dates, times and any staff member spoken to (if relevant)
- Details of any previous correspondence with MEDIONmobile
- Your preferred method of communication (ie email / phone)

## Special Assistance

If you would prefer to have an advocate discuss the complaint on your behalf, MEDIONmobile are more than happy for you to do this. You will need to let MEDIONmobile know that you are happy for them to discuss the details of your account before any discussions can take place with your nominated person.

## Complaint resolution

We will always try to resolve your call at the first point of contact so if you call us, we will aim to resolve the issue there and then on that phone call.

If we are not able to resolve the issue there and then, we will lodge a complaint and provide you with a reference number. You will be assigned with a case manager who will deal with you on a daily basis to help resolve your complaint.

## Resolution Time Frames and Resolution Process

Here are the time frames and procedures that we will follow when resolving your complaint.

**Step 1:** If your complaint is received by any method other than verbally through a phone call, we will contact you within two business days of receiving the complaint.

**Step 2:** Where we cannot resolve the complaint at first point of contact; the following will apply:

- a) We aim to resolve the complaint within seven working days of receipt of the complaint.
- b) If the complaint will take longer than seven working days, we will keep you informed of the reasons for the delay and specific time frames for resolution. A delay will usually be due to an ongoing technical issue with a service and where a fault has been lodged.
- c) If the complaint will not be resolved within 10 working days, we will inform you about your rights to escalate the complaint to the TIO.

**Step 3:** We will provide you with a resolution to your complaint in plain language at the earliest possible time via your chosen method of communication.

**Step 4:** A complaint will not be closed until you have confirmed that the complaint has been resolved.

**Step 5:** You will be advised when your complaint is being closed because we believe an agreement has been reached to close your complaint.

If you are not happy with the resolution to your complaint please advise your complaints specialist and they will escalate the complaint for you.

If after further investigation you feel your complaint has not been resolved, 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, MEDIONmobile must be given a reasonable opportunity to settle a complaint before the TIO will become involved. You can find their details at [www.tio.com.au](http://www.tio.com.au).