

Compliments, Complaints & Feedback

Woolworths Mobile is committed to ensuring that you receive the highest standard in customer service. Whether you're paying a compliment, providing feedback or making a complaint, your input is valuable to us.

Providing feedback

Your feedback helps us maintain a high standard of customer service and provide products and services that meet your needs. If you have suggestions about how we can improve our products or services, please let us know.

Paying a compliment

If you've received exceptional service from a member of the Woolworths Mobile team, we'd love to hear about it.

Making a complaint

If you have concerns about Woolworths Mobile or its related services or have encountered a problem, please let us know. We deal with all matters seriously and in total confidence. The sooner we know, the sooner we can sort it out.

Receiving any constructive complaints allows us to improve upon our services that we offer to you and our customers. We're here to listen and resolve any issues as soon as they arise.

Who can make a complaint

Anyone has the right to make a complaint, whether you are a current customer, have previously had a service with us or you are an Authorised Representative.

We're here to help

Contact us

If you want to provide feedback or you're dissatisfied with our service, contact Woolworths Customer Care via the following:

Contact	Details
Online Chat	Chat to us at www.woolworths.com.au/mobile
Online	Select the 'Contact Us' section at www.woolworths.com.au/mobile
Telephone	Call us on 1300 793 417 (normal charges apply)
Post	1 Woolworths Way Bella Vista NSW 2153
Non-English speaking	Call through the Translating and Interpreting Service on 131 450.
Hearing or speech impairment	Call through the National Relay Service. For information, visit: http://relayservice.gov.au/support/training/nrs-callnumbers/
Vision impairment	Call 1300 793 417 (normal charges apply) and advise Woolworths Customer Care if assistance is required. This will be arranged as soon as possible. Please refer to our website for opening times.

What we will do

When you contact Woolworths Customer Care, we will aim to resolve your issue or enquiry during that first call as our Customer Care Team have the authority to deal with most issues and enquiries. Once you have accepted the proposed resolution, we will work to implement it as quickly as possible.

If for whatever reason your issue cannot be resolved during the first call, for example, if we need to investigate the matter further, we will then agree on a timeframe for absolute resolution. In most circumstances, this will be within 15 working days of you first raising the issue with us. Timeframes will be agreed with you during that first call or within two days of first speaking with you.

If you write to us with your issue, we will acknowledge your request within two working days of receiving your letter.

If your matter is urgent

If you feel your complaint is urgent, please let us know. We will refer your case for investigation by an appropriate senior manager and provide a response to your complaint within two business days.

Urgent complaints differ from regular complaints in that they are referred to an appropriate level of senior management significantly earlier, and are treated with higher priority than normal complaints.

We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside these timeframes.

We consider a complaint urgent when it concerns any of the following:

- You have asked to be assessed or have been approved for financial hardship assistance and you believe your issue directly contributes to or worsens that hardship.
- Your issue is about a disconnection that's about to happen, or a disconnection that has happened in error.
- Your issue is about a service or situation that is dangerous to you or others

Progress updates

While your issue is being investigated, we will provide regular updates on the progress of enquiries, so that you're kept informed of how everything is being addressed.

You can enquire about its progress at any time. You'll be assigned a reference number when you first call or write to us, which you can quote when enquiring about your issue.

Escalating complaints within Woolworths Mobile

If you aren't satisfied with the resolution or investigation of your complaint, you can ask to be referred to the next level of management, such as a supervisor. We will continue to try and resolve your issue as soon as possible and within timeframes agreed with you, which in most circumstances will be within 15 working days of you having notified us that you're not satisfied.

If for any reason you're still dissatisfied with the way your complaint has been handled, you can ask to be referred to a more senior person, such as a manager. This person will deal with you personally and discuss the resolutions you've been offered.

Advising of outcomes

Woolworths Customer Care will advise you of the outcome of your complaint as soon as a resolution is complete. If you would like to be advised in writing of the outcome of your complaint, please let us know. We can advise you in writing, via email or post.

Taking complaints outside Woolworths Mobile

We expect that our Woolworths Customer Care Team will successfully resolve the issues you raise as we aim to provide the most straightforward, efficient and effective complaint resolution process. However, if you're not satisfied with the way your complaint has been handled and would like an external body to review your complaint, you can contact the following regulatory bodies:

1. The Telecommunications Industry Ombudsman (TIO). The TIO is an office of last resort, which recommends that you first try and resolve the issue with your telecommunications service provider. Although you do not have to exhaust all the complaint resolution options offered by Woolworths Mobile, you should try and resolve the issue with us first before taking your complaint to the TIO. The TIO can be contacted on 1800 062 058 or by writing to TIO, PO Box 276, Collins Street West, Melbourne, Victoria 8007; and
2. For general telecommunications issues that are not within the TIO's authority, you can also contact the Australian Communications & Media Authority or the Australian Competition and Consumer Commission.

Review of complaint resolution process

Woolworths Mobile is committed to the efficient, fair and courteous resolution of complaints. We keep a record of all complaints to ensure our complaint resolution process is being followed, to identify recurring and systemic problems and most importantly to prevent recurrence. We will continue to implement processes and procedures to ensure that the majority of complaints are resolved at first point of contact. If you have any feedback on our complaint resolution process, please let us know.

Your rights

Nothing in this document limits or detracts from your rights under the Woolworths' Customer Terms, which applies to your use of the Woolworths Mobile Service, the Telecommunications Act, the Trade Practices Act, state fair trading legislation or any other laws.