

Cooee Mobile – Complaints Handling Policy (2025)

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1. Introduction

Cooee Mobile is committed to providing excellent customer service. We recognise that at times our customers may be dissatisfied with our products, services, or conduct. This Complaints Handling Policy sets out how we manage, respond to, and resolve complaints. It ensures compliance with the Telecommunications Consumer Protections (TCP) Code C628:2019, ACMA requirements, and the Telecommunications Industry Ombudsman (TIO) scheme.

2. What is a Complaint?

A complaint is an expression of dissatisfaction made to Cooee Mobile in relation to our products, services, staff, or the way a previous complaint has been handled, where a response or resolution is expected. Requests for service, fault reports, or queries are not complaints unless the customer states they wish it to be treated as a complaint.

3. How to Lodge a Complaint

Customers can lodge a complaint in the following ways:

- By phone: [Insert Contact Number]
- By email: hellot@cooeeemobile.com.au
- In writing: Cooee Mobile, PO Box 37057 Winnellie NT 0820
- Via our website: www.cooeeemobile.com/contact

4. Our Complaint Handling Process

- We acknowledge receipt of complaints within 2 business days.
- We aim to resolve complaints at first contact where possible.
- If not resolved immediately, we provide the customer with a unique reference number and an estimated resolution timeframe.
- We keep customers updated on progress at least every 10 business days.
- Complaints are resolved within 15 business days unless otherwise agreed. If delayed, we inform the customer and provide reasons.
- Once resolved, we confirm the outcome with the customer in writing (if requested).

5. Escalation

If a customer is not satisfied with the initial handling of their complaint, they may request escalation to a senior staff member. If the customer remains dissatisfied after escalation, they may refer the complaint to the Telecommunications Industry Ombudsman (TIO).

6. Urgent Complaints

Certain complaints will be treated as urgent, including where the issue involves a service for customers who are experiencing financial hardship, a disconnection due to non-payment, or where the matter relates to health or safety. Urgent complaints are resolved within 2 business days.

7. Customer Rights

- The right to have their complaint treated with fairness, courtesy, and respect.
- The right to receive clear and timely updates.
- The right to escalate a complaint if not satisfied.
- The right to refer their complaint to the TIO if unresolved.

8. Recording and Monitoring

All complaints are recorded in Cooee Mobile's complaints management system. We monitor complaint trends to improve our products and services. Records of complaints are retained for a minimum of two years in compliance with the TCP Code.

9. Staff Training

All staff are trained annually on this Complaints Handling Policy. Training includes how to identify complaints, manage difficult interactions, and apply the required procedures under the TCP Code.

10. Privacy

Customer information relating to complaints is handled in accordance with the Privacy Act 1988 and Cooee Mobile's Privacy Policy. Information is only used for the purpose of addressing the complaint and improving our services.

11. External Review – Telecommunications Industry Ombudsman (TIO)

If a customer is not satisfied with the resolution provided by Cooee Mobile, they have the right to refer their complaint to the Telecommunications Industry Ombudsman (TIO). The TIO is a free and independent dispute resolution service. Contact details: www.tio.com.au or 1800 062 058.