

Yomojo Complaints Handling Policy

COMPLAINTS HANDLING POLICY

Yomojo strives to provide exceptional service to our customers. Although we aim to meet your needs, we understand that mistakes happen. When issues arise, we are committed to ensuring you feel heard and understood, and we aim to resolve any problems promptly.

You have the right to file a complaint, and your feedback assists us in continuously enhancing our services for you and other customers. This policy details our approach to handling complaints and our dedication to resolving them.

WHAT IS A COMPLAINT?

Requesting support or reporting a service issue is not always considered a complaint. A complaint arises when you inform us that something is unsatisfactory or unacceptable. This might be related to our product, service, your experience with us, or how we've handled an enquiry or previous complaint.

We recognise that when you lodge a complaint, you're seeking a response or resolution. If there is any uncertainty, we will always seek to confirm if you are filing a complaint. You have the right to voice your dissatisfaction without any charges.

HOW DO I MAKE A COMPLAINT?

You can file a complaint yourself or appoint an authorised representative or advocate to do so on your behalf.

Contact us with your complaint using any of the methods listed below. Complaints made by phone will usually be acknowledged immediately. For complaints sent by letter or email, we will confirm receipt within two (2) business days.

If you need help with making or lodging a complaint, progressing one, or understanding our complaint handling process, please inform us.

Additionally, let us know if you have a disability, are experiencing financial hardship, or have special needs.

CONTACTS FOR LODGING A COMPLAINT

You can make a complaint, or check progress of an existing complaint, by contacting us via one of the following methods:

Telephone: [1300 YOMOJO · 1300 966 656](tel:1300966656)

Mon – Fri: 8:00am – 8:00pm AEST

Weekends : 10:00am – 6:00pm AEST

Email: complaints@yomojo.com.au

Post: Level 5, 121 Walker Street, North Sydney, NSW, 2060

Online: <http://www.yomojo.com.au/complaint>

OUR COMPLAINT HANDLING PROCESS

We aim for an efficient, accessible, fair, and transparent complaint handling process.

Phone complaints will be confirmed, recorded, and resolved by staff immediately if possible, or escalated to a manager. Email or letter complaints will be acknowledged by a case manager within two (2) business days with details on resolution and timeline

You'll receive a Complaint Reference Number for quick access and review. We aim to resolve complaints within 15 working days. If delayed, we'll inform you of the cause, duration, and external dispute options

For status updates, contact us with your Complaint Reference Number. Resolution will be agreed upon verbally or in writing and actions taken within 10 working days unless otherwise arranged. Written confirmation of complaints and resolutions can be requested within five (5) working days

Your service won't be cancelled for seeking external dispute resolution. If a complaint is deemed frivolous or vexatious, we may close it and notify you in writing within five (5) working days, providing third-party dispute resolution options.

URGENT COMPLAINTS

We address most complaints in the order they are received. However, some complaints are considered urgent, such as those involving financial hardship, service loss, or imminent disconnection. We aim to resolve urgent complaints within two (2) business days. If there is a delay, we will inform you of the reason, provide a resolution timeframe, and outline your options for alternative dispute resolution

Let us know if you believe your complaint is urgent. You can learn more about our Payment Assistance Policy here. Note that Yomojo does not offer Priority Assistance services.

ADDITIONAL OPTIONS

We believe our complaint handling process is the fastest and most effective way to resolve your issue. We ask that you give us the chance to fully address your complaint. If you are not satisfied with our resolution or how we handled your complaint, you can request escalation. We will acknowledge your escalation request within 5 working days for regular complaints and within two (2) working days for urgent ones. If we find the escalation request reasonable, a senior complaint manager will handle it.

If you remain dissatisfied after escalation, you may explore external dispute resolution options, such as lodging your complaint with the Telecommunications Industry Ombudsman (TIO).

You can contact the TIO by calling [1800 062 058](tel:1800062058) or visiting their website www.tio.com.au.

Please note that the TIO will expect that you have attempted to resolve the complaint with us before lodging it with them.