

## COMPLAINTS POLICY

---

### COMPLAINTS

At One Big Switch we want to give our customers the best experience, so if you're unsatisfied in any way we'd like you to tell us about it.

We'll take your feedback seriously and aim to resolve your complaint in a respectful, fair and reasonable way as quickly as we can. We ask that you treat us with respect also and provide us with reasonable assistance during the process.

### MAKING A COMPLAINT

Please talk to us! Many complaints can be resolved quickly so please call our customer service team on **1300 858 737**.

Alternatively, you can simply leave a complaints message on our website [www.onebigswitch.com.au](http://www.onebigswitch.com.au) by clicking on the **CONTACT US** link in the footer at the bottom of the page and filling out the pop-up form.

One Big Switch is a registered business name of RevTech Media Australia Pty Ltd (ABN 94 166 905 175) and if you are not satisfied with the handling of your complaint by the One Big Switch customer service team, you can also contact the RevTech Media Australia Complaints Manager using the below details:

**Email:** [complaints@revtech.media](mailto:complaints@revtech.media).

**Post:** Complaints Manager, RevTech Media Australia 203/4-14 Buckingham Street, Surry Hills, NSW 2010

### OUR COMPLAINTS PROCESS

1. We would ask you to collect any documents or records that relate to your complaint, including information on any relevant times, dates and names that could assist our investigation; then
2. get in touch with us and tell us about your complaint, including what happened and how you think it could be fairly resolved. You may need to provide us with some personal information, including your name and contact details which we will collect in accordance with our [privacy policy](#). You can also make an anonymous complaint, but it will likely make it more difficult for us to investigate and resolve your complaint. If you prefer, you can authorise someone else to talk to us on your behalf, for example, a friend or family member, a legal representative or financial counsellor.
3. We will acknowledge your complaint and try to resolve it as quickly as possible, if not straight away.
4. We will gather and consider all facts and circumstances necessary to objectively consider and resolve your complaint taking into account what we believe to be fair and reasonable, our legal obligations, and good industry practice.
5. We will advise you of our actions taken to resolve the complaint and seek confirmation of your satisfaction with the outcome. Where we feel we are unable to take any further action to address your complaint we will provide you with an explanation of our reasons.

## COMPLAINTS POLICY

---

### HOW LONG WILL THE PROCESS TAKE?

We will acknowledge your complaint within one business day of receiving it, or as soon as is practical.

We aim to resolve all complaints as quickly as possible. If we can't give you an answer immediately, we'll aim to get back to you within 5 business days.

Some complaints require more investigation. If this happens with your complaint, we'll give you a written response within 30 calendar days of receiving your complaint. We'll also keep you informed of our progress.

If we can't resolve your complaint within 30 calendar days, we will get in touch to explain why and let you know how to contact the Australian Financial Complaints Authority (AFCA).

### WHAT HAPPENS IF YOU ARE NOT HAPPY WITH OUR RESPONSE?

As a financial services business, we're required to be a member of **the Australian Financial Complaints Authority** (AFCA), which provides free external dispute resolution services to consumers. If you're not happy with our response, you can refer your complaint to AFCA.

Australian Financial Complaints Authority (AFCA)  
GPO Box 3  
Melbourne VIC 3001  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678

Your complaint may be about a non-financial product such as Private Health Insurance or Energy. If you are not happy with our response, for Private Health Insurance you can contact the **Commonwealth Ombudsman** [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

**Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Online:** [online form](#)

**Phone:** 1300 362 072

For unresolved Energy complaints you can approach the [Energy and Water Ombudsman](#) for your State.

If your complaint is about privacy, you should contact **The Office of the Australian Information Commissioner**.

Office of the Australian Information Commissioner:  
GPO Box 5218  
Sydney NSW 2001  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)  
Phone: 1300 363 992