

# Customer Complaint Form

We strive to provide you with the highest level of service at all times. If this has not been the case, or if we have not handled something to your satisfaction, please detail your concerns below.

## Your details

Title (Mr/Mrs/Ms/Miss) First name Surname

Account holder's name (if different from above)

Synergy account number (if available)

Account address

Preferred contact phone number

Email address

☐ I do not wish for Synergy to contact me regarding any promotional or marketing activities (please tick box)

## Category

Please tick the box which best reflects the issue:

- ☐ Billing and accounts
- ☐ Customer transfers - transfer from one retailer to another (e.g. delays)
- ☐ Connection
- ☐ Disconnection
- ☐ Reconnection
- ☐ Marketing
- ☐ Other matters

## The issue

Please tell us clearly where we failed to meet your expectations. Add extra pages if necessary, and attach copies of relevant documents such as letters, bills, etc.

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## Previous contact

Where possible, please provide names and times of discussions held with Synergy people:

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## What was the result of your discussions?

Please provide details of the outcome or further course of action:

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## Your expectation

Please indicate what you would like to see happen to resolve your complaint or improve our service in the future:

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Signature

Date

Thank you for your valuable feedback. Please return this completed form by fax (08) 6212 1848; or by post in the reply paid envelope provided.

We will provide you with a written acknowledgment within 10 working days. In the meantime, should you have any further queries whilst your complaint is being processed, please do not hesitate to contact us on 13 13 53; or freecall 1800 208 987.

For Synergy use		
Date received	Acknowledgement	Reply
	Due date	Due date
	Date sent	Date sent
	DMS#	DMS#
	Prepared by	Prepared by

### Collection of Information Notice

To assist us to provide you with services, we need to collect personal and credit information about you. We may disclose this information to other parties (who may be located overseas), including third party providers, and to external agencies as described in our privacy policy, and may also use your personal information for direct marketing purposes. Our privacy policy explains what information we collect and why we collect it, how we use that information, who we work with, and the countries (currently the USA, Japan, Philippines and New Zealand) where those recipients may be located. This policy also explains your rights to access and correct any information we store about you, how to make a privacy complaint and how to opt out of receiving direct marketing. Our privacy policy is available at [synergy.net.au/privacy\\_policy](http://synergy.net.au/privacy_policy) or by calling us on **13 13 53** for residential customers or **13 13 54** for business customers.

We may also disclose your credit information to credit reporting bodies (CRBs) such as information about overdue payments. Our privacy policy also includes important information about credit reporting such as the details about the CRBs to whom we may disclose your credit information, the information that CRBs hold, and how you can request CRBs not to use or disclose your information for pre-screening or when you consider yourself to be victim of fraud. You can request a copy of a statement setting out the important credit reporting information by contacting us.