



TELECOMMUNICATION
**DISPUTE
RESOLUTION**

Customer Complaints About TDR

TDR is committed to fair and thorough complaint handling – including complaints about ourselves.

If you have a complaint about our process or how your dispute has been handled by us, please let us know. We will do all we can to help you, and your feedback or complaint will help us to improve our systems and processes.

Here is the process for making a complaint.

What you can complain about:

- The process that was used to get to a resolution
- The behaviour of the people who handled your complaint

What happens next?

You can fill out this form online, or print it out, fill it in and post or fax to us. Our postal address is PO Box 5573, Wellington 6145. Please also let us know what is the best way to get in touch with you.

Your complaint will be forwarded to a senior manager, who will let you know when they have received it. The manager will then either deal with it themselves, or send it to the appropriate manager; if this happens they will let you know who you will be dealing with. Once your complaint has been investigated, TDR will get in touch with you to let you know the outcome. This will happen within 15 working days

Today's Date

Complaints about the process used to resolve your dispute

If you think there is a problem with the process used to resolve your dispute, please let us know:

A series of 20 horizontal grey lines provided for writing a complaint.

Complaints about bias or prejudice

Please give as many details and examples as you can, to show where you think there may have been bias or misconduct:

A series of horizontal lines for writing, consisting of 25 light gray rectangular boxes stacked vertically.

Complaints about the conduct of TDR Staff

Your complaint will be raised with the staff member and their manager, who will reply to you in writing:

A series of horizontal lines for writing a complaint.

Your name:

Your Contact Details:

Phone

Mobile Phone

Email

Fax

Preferred method of contact:

Home phone

Work phone

Mobile Phone

Fax

Email

Post

Please do not contact me