

Online Complaint Form

Your details

| | | |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|

Title

Surname

Given names

| | | |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|

Postal address

State

Postcode

| | | |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|

Daytime telephone

Mobile telephone

Email address

Vehicle Registration Number

Are you making this complaint on behalf of another person?

Yes

No

If yes, what is their full name?

Which tolling business are you making a complaint about?

| | | |
|------------------------------------|---|-------------------------------|
| <input type="checkbox"/> EastLink | <input type="checkbox"/> Linkt QLD | <input type="checkbox"/> Roam |
| <input type="checkbox"/> E-way | <input type="checkbox"/> Linkt VIC | |
| <input type="checkbox"/> Linkt NSW | <input type="checkbox"/> M5 South-West Motorway | |

| | |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|

Account number

Account name

Complaint Details

Please give details of your complaint:

What happened following your complaint to the tolling business?:

What do you want to happen for your complaint to be resolved?

Consent to release information to the TCO Tolling Customer Ombudsman
Important: Please read the following information before completing this form

You may request an independent review by the TCO Tolling Customer Ombudsman (TCO) if you are a customer of the tolling businesses listed above and your enquiry or complaint has not been resolved to your satisfaction through the relevant tolling business' customer resolutions process.

Each tolling business collected personal information as part of their customer accounts and toll collection systems. All personal information collected is handled in accordance with the Privacy Act 1988, Australian Privacy Principles and relevant legislation.

To enable the TCO Tolling Customer Ombudsman to review your enquiry or complaint, you authorise your tolling business to release your personal information to the TCO Tolling Customer Ombudsman. The TCO Tolling Customer Ombudsman is not authorised to make any changes to the personal information supplied by the tolling business about you.

This consent will only be accepted if the form is completed in full.

The consent will continue from the date received until the date your enquiry or complaint is finalised. You can revoke this consent at any time by writing to the customer resolutions team of the relevant tolling business.

Authority

I confirm that I am the primary account holder of the account specified above, or am duly appointed to act on their behalf, and consent to the release of all information held by the above named tolling business in relation to that account to the TCO Tolling Customer Ombudsman for review.

I understand and acknowledge that:

This information may include details of matters that do not relate to the subject of my current enquiry or complaint.

This consent is valid up to and including the date on which my enquiry or complaint is finalised by the above named tolling business and/or the TCO Tolling Customer Ombudsman.

If this consent is revoked by me in writing to the above named tolling business, the TCO Tolling Customer Ombudsman may not be in a position to adequately review my enquiry or complaint.

By signing below, I consent to the relevant personal information being disclosed to the TCO Tolling Customer Ombudsman for the sole purpose of reviewing my enquiry or complaint.

Signature

Date

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