

TCP Code – Customer Complaints Record



Record retention: You are required to keep this information for at least 2 years (without limiting your other obligations at law, including under the Privacy Act)

Maintaining confidentiality: You must comply with the Privacy Act, or if the Privacy Act does not apply to you, ensure that all personal information concerning a complaint is not disclosed except as required to manage a complaint with the TIO or with the express consent of the customer/former customer

Customer Complaints Record	
Complaint reference number	
Date of complaint	
Customer/former customer name	
Issues raised by customer/former customer in complaint	
Customer's/former customer's requested resolution	
Due date for response	
Results of investigation (if any)	
Proposed resolutions of complaint (including any associated commitments and the date this is communicated to the customer/former customer)	
Reasons for proposed resolution	
Customer/former customer's response to the proposed resolution (including any reasons given by the customer/former customer and if they have requested the resolution in writing)	
Implementation of any required actions	
Underlying cause of the complaint	
Copies of any correspondence sent by or to the customer/former customer	

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