

Complaints and feedback

SpinTel strives for excellence in all facets of customer service. Sometimes things do not go as planned. It may be that you don't agree with your bill or perhaps the representative you spoke with did not address your concern correctly. Whatever it may be, we want to hear about it.

It is your right to complain and this feedback helps us to continually better ourselves and address areas that may need improvement. Anyone is welcome to make a complaint, whether you are a current or former customer of SpinTel.

If you would like to raise a complaint or offer your feedback, please follow the steps outlined in our Complaints Policy -

<https://www.spintel.net.au/complaints>

Online URL:

<https://articles.spintel.net.au/article/complaints-and-feedback.html>