

Previous contact

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

What was the result of your discussions?

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

Your expectation

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

Signature

Date

Thank you for your valuable feedback. Please return this completed form by fax: (08) 6212 1034, or 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 Synergy on 13 13 53 or on 1800 208 987*†.

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

* Mobiles charged at applicable rates.

† Email should not be used to report emergencies and this service may in peak periods take up to 48 hours for a response. We respectfully request you provide your correspondence in a clear and concise manner in order for us to expedite our response to you. Please note we will not respond to any email containing sexist, racist, abusive or any other anti- social comments.

