



COMPLAINT RESOLUTION PROCEDURE

Thorn Australia Pty Ltd strives to provide you with competitive rates, high quality products, a fast and efficient handling process and the appropriate treatment of your personal information. We strive to do all of this whilst also providing you with the highest level of service.

If you have a complaint

If you have a complaint about your contract or dealings with us, please first contact your local Store Manager on 131 181 to see if your complaint can be resolved.

Unhappy about our dealings with you or the outcome of your complaint?

If you are unhappy about how your complaint has been dealt with or the outcome of your complaint, you can request that your complaint be reviewed by our Internal Dispute Resolution (IDR) team.

What is Internal Dispute Resolution (IDR)?

IDR is a team of customer service specialists located at our Support Office. The IDR team manage any customer service issues you may have. They have the appropriate authority to deal with and resolve complaints and disputes.

How do I lodge a complaint or dispute?

You can provide us with details of your complaint or dispute in writing by forwarding your letter to:

Internal Dispute Resolution
Thorn Australia Pty Ltd
PO Box 6244
Silverwater NSW 1811

Alternatively, please provide us with details of your complaint or dispute via email:

Email: dispute.resolution@thorn.com.au

Website: for Radio Rentals customers
(except SA) our website is www.radio-rentals.com.au/complaints or

for RR Rentlo Reinvented (SA) customers you can find us at: www.rr.com.au/complaints

Telephone: (02) 9101 5171 or 1300 600 650

Facsimile: (02) 9101 5033

When contacting us, please advise if you require an interpreter or have any special needs.

When will I receive details of the outcome of my Complaint / Dispute?

You will normally receive an email, letter or telephone contact providing the outcome of the IDR's decision within twenty one (21) days of receiving a receipt of your request. If a decision cannot be reached within that time, Thorn will contact you and advise when you may expect a decision to be made.

Thorn aims to settle all complaints and disputes in a fair and prompt manner. If your complaint or dispute is not resolved in your favour, you will be provided with details of the basis upon which IDR came to their decision and your rights regarding the decision.

From time to time, the IDR may request further information from you in relation to your complaint or dispute to enable it to be resolved in a fair manner.

What if I am unhappy with the decision of the IDR outcome?

If our internal disputes handling process does not resolve your complaint within forty five (45) days, or it has not been resolved to your satisfaction, you have a right to take your complaint to an External Dispute Resolution (EDR) Scheme.

Thorn is a member of the Australian Financial Complaints Authority (AFCA) which is an independent EDR Scheme approved by the Australian Securities and Investments Commission (ASIC).

If you wish to dispute a decision of the IDR, you may lodge a complaint with AFCA:

Website: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
In writing to: GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints lodged to the AFCA. We recommend you consult the AFCA website to find out more.