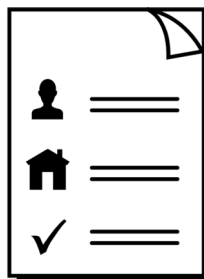


Feedback and complaints



Easy Read

About this booklet



This booklet is from Australia Post and StarTrack.



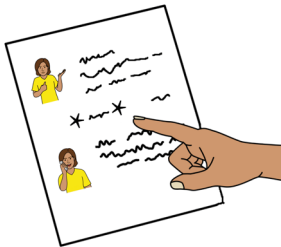
This booklet is written in a way that is easy to understand.



You can read more information about this topic on our [complaints and feedback web page](http://www.auspost.com.au/about-us/corporate-information/complaints-and-feedback) www.auspost.com.au/about-us/corporate-information/complaints-and-feedback

We add a star before and after ***hard words***.

Then we explain what the words mean.



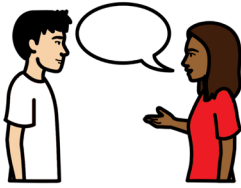
You can ask someone to help you read and understand this booklet.



Contact information is at the end of this booklet.



Feedback and *complaints*



Feedback means you tell us what you think about our service.



A complaint means you tell us you are **not** happy with our service.



For example, you might have

- lost mail
- broken goods in the mail
- problems with our staff.



Feedback and complaints help to make our services better.

How to give feedback or make a complaint about Australia Post



You can contact us in different ways.

Fill in an online form



Visit our [website](#) and choose from 1 of 4 forms.
www.auspost.com.au/about-us/corporate-information/complaints-compliments-and-feedback

Use our chatbot



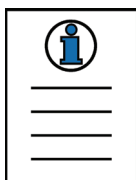
Visit our [website](#) and type a message to our chatbot.

www.auspost.com.au/help-and-support/answers



Call us to speak to a staff member

Our contact numbers are at the end of this fact sheet.



Information about services that can help you contact us are at the end of this fact sheet.



Visit us at a Post Office

Use our [online location search](#) to find a Post Office near you.

www.auspost.com.au/locate

Send a message on social media

You can contact us on



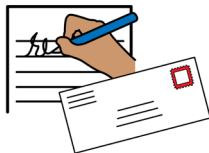
- [Facebook](#)

www.facebook.com/australiapost



- [X](#)

www.x.com/auspost



Send us a letter

Address your letter to

Australia Post

Customer Sales and Service

GPO Box 9911

Melbourne VIC 3001

How to give feedback or make a complaint about StarTrack



You can contact us in different ways.

Fill in an online form

Visit our website and fill in a

- [feedback form](#)

www.contact.startrack.com.au/s/feedback

or

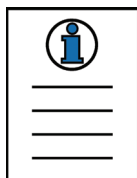
- [StarTrack Courier contact us form](#)

www.startrackcourier.com.au/ContactUs.html

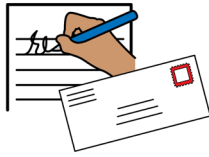


Call us to speak to a staff member

Our contact numbers are at the end of this fact sheet.



Information about services that can help you contact us are at the end of this fact sheet.



Send us a letter

Address your letter to

Voice of Customer Team StarTrack

140 Sharps Road

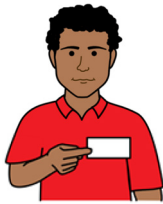
Tullamarine VIC 3043



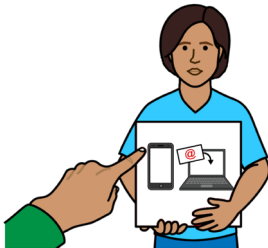
Information we need from you

We need some of your personal information so we can follow up on your complaint.

For example



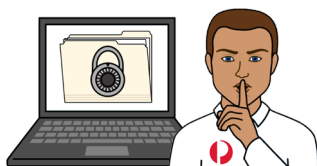
- your name



- your contact information

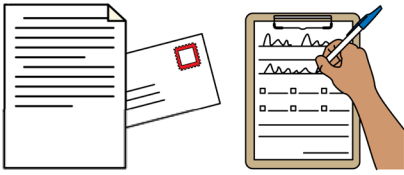


- information about your complaint including tracking numbers and account information.



We keep your personal information safe and follow privacy laws.

How we manage complaints



1. We get your complaint.

2. We record your complaint.



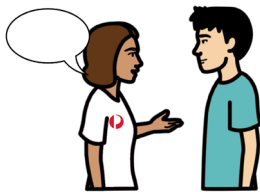
3. We tell you that we have received your complaint.

4. We look at the information and act quickly if the complaint is serious.



5. We get more information, talk to the people involved and follow our ***policies***.

Policies are guides that tell us what to do.



6. We tell you what happened and how we will fix the problem.



7. If you agree, we fix the problem.

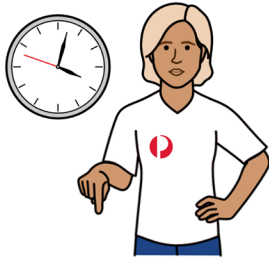


8. We close the complaint.

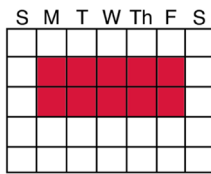


9. We regularly check complaints to see how we can make our services better.

How long does the complaints process take?



We try to fix the problem as soon as we get your complaint.



It can take up to 10 business days to fix the problem if we need to get more information.



Sometimes it can take longer to find out what happened.

For example, if there is a problem with mail from overseas or if it is a busy time.



If it takes longer than normal to fix the problem we will tell you what is happening and when it will be fixed.



You can contact us by phone, email or app to ask about your complaint.

If you are still unhappy



If you are unhappy with what we say, you can contact us again and give your complaint number.



We will ask the manager to check your complaint.



If you are unhappy with what the manager says, you can complain to different organisations.



Complaints about money products and services

Visit the

[Australian Financial Complaints Authority website](http://www.afca.org.au)

www.afca.org.au/about-afca



Complaints about privacy

Visit the

[Office of the Australian Information Commissioner website](http://www.oaic.gov.au)

www.oaic.gov.au





Complaints about our postal products, services or staff

Visit the

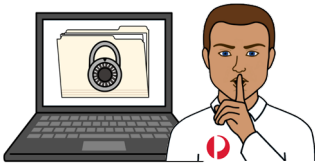
[Commonwealth Ombudsman website](https://www.ombudsman.gov.au/complaints/postal-industry-complaints)

[www.ombudsman.gov.au/complaints/
postal-industry-complaints](https://www.ombudsman.gov.au/complaints/postal-industry-complaints)



If you work with us and want to make a complaint

If you think another staff member has
done something serious, you can make a
confidential complaint.

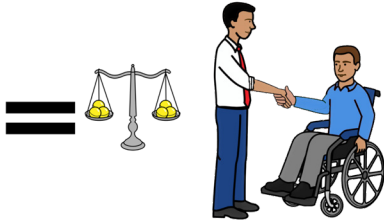


Confidential means we will not share your
personal information.



Call 1800 799 353

How we will treat you when you make a complaint



If you make a complaint we will be fair and treat you with ***respect***.

Respect means everyone is important.



We will

- explain how we manage complaints



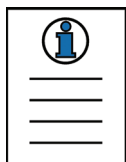
- follow our complaints policies



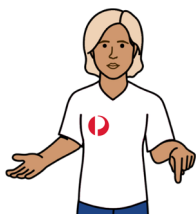
- tell you what is happening with your complaint



- support you



- give you clear information about the decision



- explain next steps if needed.

How you must treat us when you make a complaint



If you make a complaint, you must treat our staff with respect.



You must **not** act in a way that makes our staff feel scared.



For example

- you must not yell or swear



- you must not make ***threats*** in an email, on the phone or in person
 - threats mean you say you will do something bad



- you must not hurt someone or break things.



If you act this way we will ask you to stop.

If you do not stop, we will change the way we contact you about the complaint.



More information

For more information contact Australia Post or StarTrack.



Call Australia Post



In Australia	13 76 78
Overseas	+61 3 8847 9045
Business	13 11 18



Call StarTrack



StarTrack	13 23 45
StarTrack Courier	13 13 20

Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.



Call 1800 555 660



Website [NRS Helpdesk](#)

www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



Call 131 450



Website [TIS National](#)

www.tisnational.gov.au

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