

# Member Online Education

The Telecommunications Industry Ombudsman has created three online resources about best practice complaint handling and the TIO.

## What is Member Online Education?

Member Online Education (MOE) is a series of online modules that providers can access and include information about the TIO and complaint handling. Using the modules will help you understand how to handle TIO complaints from referral through to investigation and your obligations as a telecommunications service provider.

The modules are free and your staff can access them as many times as they need.



### Introduction to the TIO

This module has general information about the TIO that will be helpful for new providers and complaint handling staff at existing providers. Topics include:

- the TIO and its function
- complaints we can deal with, and
- how we can help you.



### TIO complaint handling procedures

This module details how to handle a TIO complaint from referral to conciliation and investigation. Topics in this module include:

- TIO complaint classification
- why complaints are raised
- your response timeframes, and
- when and how to ask for a reclassification.



### Best practice complaint handling

This module provides you with some practices and strategies to help you deal with complaints effectively. Topics in this module include:

- why compliance is important
- effective complaint handling, and
- the importance of listening to your customer.

## How to access Member Online Education

To register, please contact the TIO's Industry Engagement team on 03 8680 8424 or email [IndustryEngagement@tio.com.au](mailto:IndustryEngagement@tio.com.au).

Member Online Education modules are only accessible to TIO members.

## More information

For more information, including contact details and frequently asked questions, please visit our website, [www.tio.com.au/members/member-online-education](http://www.tio.com.au/members/member-online-education)