

COMPLAINTS FORM

You can also submit a complaint via our webform [here](#). If you wish to fill out a PDF form, please send it to our Complaints team via complaints@tangerinetelecom.info

IMPORTANT: Please fill out all sections on this form. After you submit your complaint form, we will contact you to discuss whether we are able to assist with the resolution of your complaint. For more information on our process for handling complaints, please see our Customer Complaints Handling policy on our [Policies page](#).

Privacy Collection Notice

The personal information we collect from you via this form is used to assess and/or manage your request and provide you with assistance. By submitting this form, you confirm that you have read the Tangerine Privacy Policy available on the [Policies page](#) of the Tangerine website and consent to the collection, use and disclosure of your personal information by Tangerine for this purpose and any other purposes set out in the Tangerine Privacy Policy.

Are you a Tangerine Telecom customer?

Yes No

Are you diagnosed with a serious medical condition, or someone in your care or household has been diagnosed with one?

Yes No

Preferred method of contract

Phone Email

What does your complaint most relate to?

What product are your experience issues with?

Your Information

Account Number

First Name *

Surname *

Business Name

Email *

Email (Confirm) *

Contact Number

Preferred contact time

Details of your complaint

What outcome would you like to achieve?