

Customer Complaint Handling Process



MTC Australia undertakes the following steps when we receive a customer complaint.

We will keep you up to date on the progress.

1

We will do our best to immediately resolve your complaint

2

If you are not satisfied with the outcome, we will forward your complaint to the Site Manager or Centre Manager who will contact you directly to resolve your complaint

3

If you are still not satisfied with the outcome, we will forward your complaint to the Program Manager who will contact you directly to resolve your complaint

4

If you are still not satisfied with the outcome, then contact the National Customer Service Line on [1800 805 260](tel:1800805260).