

Go Out Australia Pty Ltd – Complaint Process

At **Go Out Australia Pty Ltd**, we are committed to providing a seamless and enjoyable experience for all users of the **Go Out** mobile app. We value your feedback and take complaints seriously to ensure continuous improvement. If you experience an issue or have concerns regarding our app or services, please follow the process below to submit a complaint.

1. Lodging a Complaint

If you have a complaint about the **Go Out** mobile app or any aspect of our service, you can submit it through one of the following channels:

- **Email:** Send your complaint to **[admin@gooutaustralia.com]** with details of the issue.
- **Website Form:** Complete the complaint submission form on our website at **[www.gooutaustralia.com/contact-us]**.
- **Email:** Send your complaint to **[admin@gooutaustralia.com.au]** with details of the issue.

2. Information to Include

To help us resolve your complaint efficiently, please provide:

- Your name and contact details.
- A clear description of the issue.
- Any relevant screenshots or supporting documents.
- The date and time the issue occurred.

3. Acknowledgment of Your Complaint

Once we receive your complaint, we will:

- Acknowledge receipt within **2 business days**.
- Assign a reference number for tracking.

4. Investigation & Resolution

- Our support team will review your complaint and may contact you for further information.
- We aim to resolve most complaints within **10 business days**.
- If additional time is required, we will keep you updated on the progress.

5. Outcome & Further Action

- You will receive a written response outlining the resolution.
- If you are unsatisfied with the outcome, you may request an internal review.

- If the issue remains unresolved, you may escalate it to the relevant consumer protection authority or regulatory body.

At **Go Out Australia Pty Ltd**, we strive to address all concerns fairly and promptly. Thank you for helping us improve our services.

For any urgent issues, please contact [admin@gooutaustralia.com].

Go Out Australia Pty Ltd – Complaint Form

If you have experienced an issue with the **Go Out** mobile app or our services, please complete the form below. We take all complaints seriously and will work to resolve your concerns as quickly as possible.

Your Details

- **Full Name:** _____
- **Email Address:** _____
- **Phone Number:** _____

Complaint Details

- **Date of Issue:** _____
- **Time of Issue (if applicable):** _____
- **Description of the Complaint:** *(Please provide as much detail as possible about the issue, including what happened, any error messages, and any steps you took to resolve it.)*

- **Have you experienced this issue before?**
 - ☐ Yes
 - ☐ No
- **How would you like us to resolve this issue? (Optional)**

Supporting Documents (Optional)

Attach any screenshots, receipts, or additional files that may help us investigate your complaint.

Preferred Contact Method

- ☐ Email
- ☐ Phone

Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature: _____ Date: _____

How to Submit Your Complaint

Please submit this form via:

- **Email:** [support@goout.com.au]
- **Website:** Upload via [www.goout.com.au/complaints]
- **Mail:** Go Out Australia Pty Ltd, [Company Address]

We will acknowledge your complaint within **2 business days** and aim to resolve it within **10 business days**. Thank you for your feedback.