



CUSTOMER COMPLAINTS POLICY

May 2016

We are committed to excellence in the delivery of services to our customers. A genuine and inclusive approach to our customer relationships including customer receiving customer feedback will help us improve the level of excellence we aim to achieve in operating our business and providing you with our services.

Your ability to make a complaint about our services is a key part of improving our business and is central to protection of your rights as our customer. Your rights are protected by legislation through the *Water Services Act 2012* and by the *Water Services Code of Conduct (Customer Service Standards) 2013* www.erawa.com.au

You are not obliged to make a complaint about Water West directly to Water West. You may instead wish to contact the Water Services Ombudsman in the first instance. Contact details for the Ombudsman are provided at the bottom of this Policy.

If you do wish to make the complaint directly to us, the following information will assist you.

Our commitments to you

We will:

- value your complaint as a genuine input to help improving the way we conduct our business
- treat you with respect and fairness
- ensure you are not adversely affected in your current and future dealings with us or in the standard of services we provide you now or in the future, because of the complaint
- ensure the staff responsible for handling your complaint are trained in complaint resolution and deal with you in an inclusive, constructive and timely manner
- actively engage you in the complaints process including keeping you updated when you request or otherwise at reasonable time intervals
- not charge you a fee for lodging or resolving the complaint

What you should do

To ensure we can deal with your complaint as efficiently and satisfactorily as possible, you should:

- Contact us as soon as possible of the complaint, in one of the following ways:
 - On our website via our enquiries page at www.waterwest.com.au
 - By email to enquiries@waterwest.com.au
 - By phone on (08) 6263 0861 (Monday-Friday 9am-5pm) or outside business hours on 0412 498 501
 - In person at L34 Exchange Plaza, 2 The Esplanade Perth
 - By post at PO Box Z5340 Perth WA 6831
- include as much information as you can as to the what the complaint is about, how this may be affecting you and what you would like to see happen to resolve the issue; any documents you believe would help us to better understand your complaint should be provided to us
- provide us with your name and the address of the property to which the complaint may apply, as well as the best way for us to contact you (please include a daytime contact phone number)

If you need assistance for Hearing or Speech Impairment you can call the National Relay Service on 133 677. If you require translating and interpreting services please make contact with us and we will arrange this service for you.

How we will address your complaint

We will:

- acknowledge receipt of your complaint within 1 business day and provide you with the contact details of the staff member who has been assigned to handle the complaint
- review your complaint and advise you of the outcome within 15 business days from the day your complaint was received

If you are not satisfied by our response to your complaint

If you are not satisfied with our response to your complaint or if you wish to make your original complaint directly to the Energy and Water Services Ombudsman Western Australia www.ombudsman.wa.gov.au, you can do so as follows:

- Phone: 08 9220 7588 or 1800 754 004
- In Writing: PO Box Z5386
St Georges Terrace
Perth WA 6000
- Email: energyandwater@ombudsman.wa.gov.au

You also have the option of making application to the State Administrative Tribunal [http://www.sat.justice.wa.gov.au/](http://www.sat.justice.wa.gov.au) for review of the decision on your complaint.

We will always aim to work with you ourselves to resolve a complaint you have with Water West. Please note that timeframes and costs to deal with your complaint by the Ombudsman or the State Administrative Tribunal are not in the control of Water West and we encourage you to carefully evaluate all of your options before choosing your preferred approach.