

Customer complaint resolution procedure

July 2024

Water Corporation

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What is a complaint?

A complaint is defined as an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Complaints are handled in accordance with the Australian Standards on Complaints Handling AS/NZS 10002-2014, in conjunction with the [Water Services Code of Conduct \(Customer Service Standards\) 2024](https://legislation.wa.gov.au/legislation/statutes.nsf/law_s54569.html) (legislation.wa.gov.au/legislation/statutes.nsf/law_s54569.html).

How to make a complaint

Unfortunately, sometimes we may not meet your expectations. Please give us the opportunity to resolve your complaint by getting in touch with us.

You can let us know about your complaint by:

- speaking with our Customer Experience Team
 - about your account: 13 13 85 (8am – 5pm weekdays, except public holidays)
 - about your water service: 13 13 75 (24 hours, seven days a week)
- using our online form at watercorporation.com.au/feedback
- writing to us: Locked bag 2, Osborne Park Delivery Centre, WA 6916.

For speech or hearing assistance call the National Relay Service 133 677 or if English isn't your first language call the telephone interpreter service 13 14 50 and request 13 13 85 for accounts or 13 13 75 for water service issues.

What happens to your complaint

All complaints are registered in our systems, and interactions are recorded, to allow for further investigation.

If you call us to raise your complaint, we will acknowledge this by recording it in our system for further investigation.

If you write to us, we will record it in our system and acknowledge your complaint within 10 business days.

If your complaint is billing related, we will delay debt recovery during the investigation process.

We aim to resolve complaints as quickly as possible, however sometimes we may need additional time or we may need to contact you for additional information. We will always attempt to have complaints resolved within 20 business days and we will contact you by phone, email or by post with an outcome.

Any correspondence that is not a complaint and/or seeks to renounce the applicability of Australian or Western Australian law, or which attempts to revoke consent to or deny the validity of a customer bill will not be acted upon.

What to do if your complaint isn't resolved

If your complaint can't be resolved or you are unhappy with the outcome, you have the following options.

Request an Internal Review by Water Corporation

If you're not satisfied with the outcome of your complaint, you have the right to request an Internal Review by our Customer Dispute and Resolution Team.

The team will investigate your complaint objectively, equitably and in an unbiased manner. Once the investigation is complete the team will contact you by phone, email or by post with an outcome.

To request an Internal Review, please email internal.review@watercorporation.com.au or call 13 13 85 (8am to 5pm weekdays, except public holidays).

The Energy and Water Ombudsman

This free service is available for residential and small business customers. Please visit the [Energy and Water Ombudsman website](#) for more information on their process for dealing with complaints. The Energy and Water Ombudsman can be contacted using the below details:

Post: The Energy and Water Ombudsman

PO Box Z5386

Perth WA 6831

Call: 1800 754 004 (toll free)

Email: energyandwater@ombudsman.wa.gov.au

Mediation

Sometimes, disagreements arise between Water Corporation and members of the community. If a disagreement cannot be resolved through our standard complaints management processes, it can then go through a confidential and voluntary mediation process.

For more information about the mediation process, costs and how to proceed, visit watercorporation.com.au/mediation