

Policy 1.34 Customer Complaints

Document Number: PCY01.34

Date approved: 10/07/2019

Strategic Alignment

Key Result Area:	Customer Service
Commitment:	Excellence
Objective:	Achieve excellence in the provision of service to customers.

Policy

Customer complaint procedures will meet the requirements of Part 7 “Complaints about Water Services” of the Water Services Code of Conduct (Customer Service Standards) 2018.

Objective

- To promptly address and resolve customer complaints.

Guidelines

- a) Designated officers must be trained to deal with customer complaints and be fully conversant with the Water Services Code of Conduct, AS/NZS ISO 10002 – 2014.
- b) Each customer complaint is allocated a unique identifying number.
- c) Staff must be trained to deal with customer complaints and be authorised, or have ready access to officers who are authorised, to make the necessary decisions to settle customer complaints or disputes.
- d) Resolution of complaints is required before the end of the period of 15 business days starting on the day the complaint was received.
- e) When it is considered that the complaint is resolved, the customer must be advised of their right to apply to the Water Services Ombudsman for a review of the complaint.
- f) A Register of Complaints is kept in RiskWizard in accordance with definitions and practices outlined by the Bureau of Meteorology and the Economic Regulation Authority.
- g) Performance indicators on customer complaints are reported on for the ongoing improvement in Aqwest’s customer services.

Definitions

“Complaint means expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly implied.”

Australian Standard (AS/NZS ISO 10002 2014)

Background

- Water Services Code of Conduct (Customer Service Standards) 2018.
- Australian Standard (AS/NZS ISO 10002 2014).
- Public Sector Commissioner’s Circular 2009-27 – Complaints Management.
- Aqwest’s complaints handling manual (M19).
- Water Compliance Reporting Manual (ERA).
- Water, Sewerage and Irrigation Performance Reporting Handbook (ERA).
- National Urban Water Utility Performance Reporting Handbook (Bureau of Meteorology).



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Document Management

Authority for Changes

Owner: Board of Directors

Responsible Manager: Manager Corporate Services

Publication Requirements

Security Level - Available to all staff

Distribution - Available on Intranet

Change Advice - Email advice to all staff

Revision History

Rev.	Resolution Date	Resolution No.	Revision Due	Reviewer	Source
Original	14/06/2000	19a	June 2001	Executive Staff	Executive Staff
1	13/06/2001	18B	June 2002	Executive Staff	Executive Staff
2	10/08/2005	13d	June 2006	Executive Staff	Executive Staff
3	19/09/2007	6	June 2008	Executive Staff	Executive Staff
4	10/09/2008	9	June 2009	Executive Staff	Executive Staff
5	16/09/2009	11	June 2009	Executive Staff	Executive Staff
6	13/10/2010	12	June 2011	Executive Staff	Executive Staff
7	14/09/2011	8	June 2012	Executive Staff	Executive Staff
8	19/09/2012	10	June 2013	Manager Finance & Administration	Manager Finance & Administration
9	11/12/2013	8a	June 2014	Manager Finance & Administration	Manager Finance & Administration
10	12/12/2014	12	June 2015	Manager Finance & Administration	Manager Finance & Administration
11	09/12/2015	16	June 2016	Manager Finance & Administration	Manager Finance & Administration
12	08/06/2016	6	June 2017	Manager Finance & Administration	Manager Finance & Administration
13	12/07/2017	9	June 2018	Manager Corporate Services	Manager Corporate Services
14	13/06/2018	12	June 2019	A/Manager Corporate Services	A/Manager Corporate Services
15	10/07/2019	8	June 2020	Manager Corporate Services	Manager Corporate Services