



# Customer Complaints Policy Statement

## Purpose

Aqwest is committed to delivering excellence in the provision of service to customers.

## Policy Statement

Aqwest is committed to managing customer complaints in a consistent, fair and timely manner.

We will achieve this by ensuring:

- a) All complaints are managed fairly, ethically and reasonably.
- b) Designated officers are trained to deal with complaints, including from disadvantaged and vulnerable customers.
- c) Staff understand the Complaints Management process and will be authorised (or have access to officers who are authorised) to make the necessary decisions to settle customer complaints or disputes.
- d) Appropriate strategies are in place for managing unreasonable conduct by customers and ensure the health and safety of staff.
- e) Resolution of complaints is reached within 15 business days, starting on the day the complaint was received.
- f) When it is considered that the complaint is resolved, the customer be advised of their right to apply to the Energy and Water Ombudsman for a review of the complaint.
- g) A Register of Complaints is maintained in accordance with any regulatory requirements.
- h) Customer complaints are monitored to ensure continuous improvement in our customer services.
- i) Customer complaint procedures meet the requirements of Part 7 “Complaints about Water Services” of the Water Services Code of Conduct (Customer Service Standards) 2018.