



**Water Utilities
Australia**

AquaNet

Code of Practice for Customer Complaints



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1 Introduction

AquaNet Sydney Pty Ltd ('AquaNet') holds Retail Supplier's Licence number 10_01R issued under the Water Industry Competition Act 2006 (NSW) ('WICA') under which it supplies high quality recycled water from the Rosehill Recycled Water Scheme ('Rosehill Scheme'). This document, AquaNet's Code of Conduct for Customer Complaints, has been developed to satisfy the requirements of the *Water Industry Competition (General) Regulation 2008* (NSW) and is consistent with the Australian Standard for complaints handling *AS ISO 10002—2006*.

2 Purpose

This document outlines AquaNet's customer enquiry, complaints and dispute resolution process detailing the requirements for recording, managing and responding to complaints, enquiries and escalations which are received by AquaNet.

This process applies to all enquiries and complaints received from external customers and consumers via telephone, in writing, in person or electronically.

AquaNet processes ensure customers are fully aware of the channels available to them to raise queries or complaints about AquaNet's services. It also ensures that accurate information is collected and can be used to analyse trends and areas for improvement.

This document is reviewed periodically and is subject to change.

3 Customer enquiries

AquaNet will:

- Ensure enquiries, complaints and dispute resolution is available to all AquaNet customers via:
 - Telephone
 - E-mail
 - Written correspondence
 - AquaNet's website
 - In person
- Provide resolution of customer enquiries and complaints and resolve matters at the first point of contact wherever possible;
- Manage customer requirements by providing relevant information and meeting service standards related to enquiry and complaint responsiveness;
- Ensure customer enquiries and complaints are dealt with in a timely, fair and reasonable manner; and
- Assist customers who may require language interpreting by referral to relevant interpreter services.

3.1 How to contact AquaNet?

You can contact AquaNet on (08) 7999 8555, between 9:00am and 5:00pm weekdays (excluding public holidays) to discuss various matters as listed below:

- General Enquiries
- Accounts;
- Meter readings and water use;

- Change of name and/or address;
- Payment arrangements and options available;
- Hardship and difficulties in paying retail billings;
- Complaints, compliments and suggestions;
- Service faults and emergencies
- Water supply, water quality and reliability;
- Leaking or faulty water meter;
- Connection enquiries;
- Applications for connections;
- Availability of services;
- The connection and supply to a supply address; and
- Dial Before You Dig

You can also contact AquaNet in the following ways:

General Enquiries - email	info@wua.com.au
Emergency (Fairfield Plant)	0400 677 595 (7am-5pm weekdays) 0409 852 315 (After Hours)
General Enquires - Phone	(08) 7999 8555
Mail	Suite 1005, 147 Pirie Street, ADELAIDE SA 5000
In Person	Suite 1005, 147 Pirie Street, ADELAIDE SA 5000
AquaNet website	www.aquanetsydney.com.au

3.2 Commitment to customers

AquaNet ensures Customer Service staff, who receive calls, are equipped with the necessary knowledge and skills to provide quality service to customers.

AquaNet staff will endeavour to:

- Treat customers in a polite and courteous manner;
- Obtain any details necessary to ensure the customer receives the service they expect;
- Attempt to resolve the matter at the first possible point of contact;
- Make an accurate record of any correspondence so the matter can be tracked, monitored and reported; and
- Respond to all enquiries in a timely and efficient manner.

If your enquiry is unable to be resolved at the time of initial contact AquaNet will endeavour to provide an update to your enquiry within 2 business days.

4 Complaints and dispute resolution

AquaNet welcomes feedback including the lodgement of any complaints you may have as a customer

(either as property owner or tenant) with our service which provides us with the opportunity to maintain your confidence and trust as well as improve our customer service.

AquaNet considers complaints as an opportunity to better understand your dissatisfaction with any of our services, and provide you with a response in order to arrive at a resolution. It may be related to our products, services, or the complaints handling process itself. If you are dissatisfied with any aspect of AquaNet's services or products, please contact us so that we can resolve your concerns.

4.1 AquaNet's commitment to complaints and dispute resolution

AquaNet will address customer concerns (either property owner or tenant) in a timely and efficient manner, with a view to resolving issues in a friendly and efficient manner.

We will:

- Listen to your concerns;
- Identify ourselves;
- Ensure that correspondence has a contact name and telephone number;
- Respect your right to privacy;
- Provide you with quality information and advice; and
- Provide information required in a clear and concise manner.

When contacting AquaNet with a complaint we ask our customers to:

- Be honest in all your dealings with us; and
- Provide us with relevant information when requested to help us address the issue.

4.1.1 Complaints Management Principles

AquaNet is committed to the following complaints management principles when handling complaints:

1. **Transparency** – Information about the 'how and where' to make a complaint is clearly available to customers and staff.
2. **Availability** – Customers can easily access the complaints management process and the methods of making complaints will be flexible.
3. **Responsiveness** – All customers should receive timely acknowledgement their complaint has been received with best endeavours made to provide a response within the required response targets.
4. **Objectivity** – Each complaint will be addressed in an objective and unbiased manner.
5. **Fees** – No fees will be charged to manage legitimate customer complaints and enquiries.
6. **Confidentiality** – Personal information should be available where needed, but only for the purposes of addressing the complaint within AquaNet. The information will be protected from disclosure unless the customer expressly consents to its disclosure.
7. **Customer Focused Service** – A customer focused service approach will be adopted and the rights of customers to disagree with AquaNet will be respected by providing and promoting an accessible, timely, fair and friendly process for the management of customer complaints.

8. **Accountability** – AquaNet will ensure systematic reporting of customer complaints against documented standards and lessons learned is undertaken.
9. **Continual Improvement** – Analysis of customer complaints will drive improvement in customer service and the complaints handling process.

4.2 How to make a complaint

There are two ways to contact and lodge a complaint with us:

1. Call and speak to our Customer Service staff

If you as a customer (either property owner or tenant) are dissatisfied with any of our products or services, please contact us on (08) 7999 8555 and discuss your concern with our Customer Service staff.

AquaNet's Customer Service staff are able to resolve most of your concerns over the telephone at the first point of contact. If you remain dissatisfied with the outcome, you may request to have your complaint reviewed by a senior manager who will further investigate the matter.

2. Write to us

If you prefer, write to us at the following address with the details of your complaint:

Customer Complaints Service
Water Utilities Australia Pty Ltd
Suite 1005, 147 Pirie Street
Adelaide SA 5000

Alternatively, you can send an email to info@wua.com.au or provide your complaint via our website www.aquanetsydney.com.au.

Upon receipt of your letter, email or website complaint, we will provide you with a written acknowledgement of your complaint as well as the contact details of the staff member who will be managing your complaint.

4.3 Method of response

We will endeavour to resolve all complaints at first point of contact. However, there are some instances where this is not possible and further investigation may be required. In these instances, we will acknowledge receipt of your complaint within two business days and aim to provide you with a resolution within thirty days.

Should we be unable to meet these time frames, we will advise you of our suggested course of action and timeframe, as well as the name of a contact person for any further queries regarding this matter.

As a general rule, AquaNet will respond via the same channel as the complaint is received unless advised otherwise.

4.4 Complaint escalation

We reiterate that if you have attempted to resolve your concerns through the above process without resolution, you may escalate your complaint to a senior manager for further review.

If the matter still cannot be resolved, you will be advised of your option to escalate your grievances to an Ombudsman - an independent, free service available to residential and business customers.

The Energy and Water Ombudsman NSW can assist with complaints regarding billing, account payment, connection, supply, marketing and customer service. Contact details are:

In Person

Energy and Water Ombudsman NSW
Level 11, 133 Castlereagh Street
SYDNEY NSW 2000

Free Post

Reply Paid 86550
SYDNEY SOUTH NSW 1234

Telephone

1800 246 545 (free call)

Facsimile

1800 812 291 (free fax)

Online

<https://www.ewon.com.au/page/making-a-complaint/complaint-forms>

4.5 Complaint recording

AquaNet will record and monitor all complaints received from customers for the purposes of monitoring and compliance purposes but also to assist in improving the future experience of customers.

AquaNet reports regularly to Water Utilities Australia's Risk and Compliance Committee and its Board of Directors on the complaints AquaNet receives and their resolution in order to improve AquaNet's service.

5 Privacy Principles

AquaNet will only collect, use, disclose and store any relevant personal information in a manner that meets customers' expectations and reflects the Australian Privacy Principles of the *Privacy Act 1988* (Cth).