

## CUSTOMER COMPLAINTS PROCEDURE

### *Our Commitment*

Providing top tier customer service and care is at the core of our business model. It underpins and frames our relationship with you, our customer, and dictates how we run, improve and grow our services.

Your ability to make a complaint is an important part of improving our business and is key 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) 2018*.

Our commitment to our customers is centred on responding to your enquiries as soon as practicable, but within 15 business days from the day the request was received by email or phone call. Our commitment is to provide a single point of contact to customers, and where feasible, provide an on-the-spot response to customer enquiries. If this cannot be done, we will investigate. During this investigation, a quality assurance representative will agree an appropriate call back schedule with the customer. We endeavour to rectify poor experiences by responding pro-actively to feedback.

We believe it is important for our customers to know and understand the process of handling customer enquiries and complaints. Our procedure for dealing with customer enquiries is set out below. Should you have any questions, please feel free to contact us.

### *Contacting Us*

Phone: 08 9655 1555  
Email: [admin@lancelinsouthwater.com.au](mailto:admin@lancelinsouthwater.com.au)  
Website: [www.admin@lancelinsouthwater.com.au](http://www.admin@lancelinsouthwater.com.au)  
Post: Lancelin South Water, Locked Bag 4, Osborne Park DC, WA 6916

#### ***National Relay Service***

##### **TTY users**

Phone: 133 677 then ask for 08 9655 1555

##### **Speak and Listen users**

Phone: 1300 555 727 then ask for 08 9655 1555

Internet Relay Service://internet-relay.nrscall.gov.au

Website: [www.relayservice.com.au](http://www.relayservice.com.au)

#### ***Translating and Interpreting Service (TIS National)***

Phone: 131 450 then ask for 08 9655 1555

### *What should you include;*

To help us resolve your complaint as efficiently and satisfactorily as possible, you should contact us as soon as possible with as much information as possible, including:

- your name and best contact details;
- the address of the property to which the complaint may apply;
- a description of the problem and the date of occurrence. This could include for example;
  - how it is affecting you and / or,
  - what would you like to see to resolve the issue and / or,
  - anything else you feel would help us better understand your complaint.

### *What we will do*

We will review and investigate your complaint as soon as possible. Most complaints can be solved quickly, some within the day, some within a few days, but others where your complaint is complex or requires consultation with other parties may require some time. On such occasions you will be contacted and kept up to date on the progress of your complaint.

We will advise you of the outcome, or advise that further time is required, within 15 business days of receipt of your contact.

### *Unresolved Complaints*

If you are not satisfied with the way we handle your complaint, you may refer your complaint to the Energy & Water Ombudsman. The Energy & Water Ombudsman will investigate your complaint and may mediate any dispute between you and us.

The Energy & Water Ombudsman's contact details are:

***Energy and Water Ombudsman Western Australia***

Phone: (08) 9220 7588

Freecall: 1800 754 004\*

Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

Website: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

\*Calls made from mobile phones will be charged at the applicable rate.

The Ombudsman will seek a detailed explanation of the nature of the complaint, the solutions or actions offered by Lancelin South and the reasons why these are not acceptable to you.

Lancelin South will provide to the Ombudsman details of complaints and the customer's contact details when the Department requests this information. The Ombudsman will respond with its opinion on the matter and suggest a solution to the parties involved.

If you are dissatisfied with how the Energy and Water Ombudsman has dealt with your case, you can take your complaint to the Minister for Water or refer your complaint to independent arbitration.

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### *Inappropriate Communications*

We would like to work with you to resolve your complaint, however if your correspondence contains personal abuse, inflammatory statements or material clearly intended to offend or intimidate, it will be returned to the sender and no action will be taken.

### *Recording of Customer Queries*

Each Lancelin South customer has a specific account number by which they are uniquely identifiable. All queries and contacts with our customers are tracked under these numbers on our IT system.

Lancelin South complies with its statutory obligations on record retention and protection of personal information.

*Amendment History*

Rev	Date	Description / Amendment	Approved
A		Initial Draft	
0	28/06/16	Issued for use	
1	07/03/19	Annual review – updated format & contact details	
2	22/10/19	Updated National Relay Service contact details and headers and footers	
3	31/05/2021	Updated with new post address	SW
4	14/10/21	Updated post 2021 audit and review.	SW