



Complaint and Enquiry Policy

Scope

This policy applies to all complaints and enquiries received by Hunter Water and explains how Hunter Water will manage complaints and enquiries which cannot be resolved at the first point of contact.

Policy Statement

Hunter Water is committed to the efficient and fair resolution of complaints and enquiries from customers and members of the community. Hunter Water aims to resolve all complaints at the first point of contact. Some issues require investigation, ongoing contact with the customer and a resolution to be negotiated.

All complaints will be reviewed in an efficient and objective manner and we will endeavour to meet the minimum service targets outlined under the Customer Contract. As per Section 5 of our Operating Licence, Hunter Water's Complaint Management procedures are in accordance with Australian Standards for Complaint Handling (AS ISO10002-2014).

Application of Policy

Complaints and enquiries can be logged via telephone, in person or in writing. If it is not possible to resolve your complaint or enquiry immediately, Hunter Water will respond to you within 3 working days. If we are unable to resolve your issue in this timeframe, our response will be to:

- Contact you to advise of the case investigation process
- Provide the name of a contact person for further information

If you feel that your complaint or enquiry has not been resolved fairly and reasonably under the terms of Hunter Water's Customer Contract, it can be escalated to the next level of management at Hunter Water for review. The Manager will:

- Clarify your complaint and the outcome sought
- Ensure that the matter has been properly investigated
- Advise you of the estimated timeframe for proposed action
- Communicate to you the final decision
- Outline the relevant facts and regulatory requirements where appropriate
- Indicate what Hunter Water will do to address the issue
- Notify you of your rights to external review if you are still not satisfied with the decision.

If you are still dissatisfied with the outcome, customers have the right to seek independent review by the industry dispute resolution scheme Energy & Water Ombudsman NSW (EWON). EWON may investigate disputes you may have with Hunter Water under the Customer Contract. This service is free of charge to customers.

- EWON can be contacted on 1800 246 545 or <http://www.ewon.com.au>.

Associated Regulations and Standards

Customer Contract

Operating Licence



Terms, acronyms and definitions

Term	Definition
Customer	A customer is any consumer of our products or services
Complaint	A complaint is an expression of dissatisfaction made to Hunter Water or its contractors about its products or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected
Enquiry	An enquiry is a customer request, or notification, advising of a matter or information about a service provided by Hunter Water that does not specify dissatisfaction
EWON	Energy and Water Ombudsman NSW
Service	Assistance and advice provided to customers who utilise Hunter Water products
Product	The provision of water, sewer transportation and treatment, recycled water and drainage facilities

Signed:

Managing Director

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