



CUSTOMER COMPLAINT POLICY & PROCEDURE

July 2024

Muchea Water

08 9551 1620

TTY 133 677

TIS 131 450



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1 Purpose

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

We respect the right of customers to complain about our products, services and staff. We will use complaints in a positive way to help drive policy and process improvements.

The purpose of this policy is to confirm our commitment to resolving customer complaints through the provision of an easy, efficient, fair and friendly process for managing complaints.

2 What is a complaint?

An expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.¹

Complaints are handled in accordance with the Australian Standards on Complaints Handling AS/NZS 10002-2022, in conjunction with the [Water Services Code of Conduct \(Customer Service Standards\) 2024](#).

3 Queries

'Enquiries' and 'other communications' are terms which together are equivalent to the term 'query'.

An enquiry is request by a customer for information about a product or service provided by the service provider that does not reflect dissatisfaction.

'Other communication' is defined as: where a customer contacts the service provider with an actionable request.

A query is not a complaint.

4 How to make a complaint

We value your feedback and appreciate your input because it helps to improve the services we deliver.

Unfortunately, sometimes we may not meet your expectations. In those instances, we appreciate you giving us the opportunity to resolve your complaint by getting in touch with us.

You can let us know about your complaint by:

- Emailing us at: admin@mucheawater.com.au
- Writing to us: PO Box 1982, West Perth WA 6872
- Telephoning our office on: 9551 1620

¹ ERA Customer Complaints Guidelines, definitions

For speech or hearing assistance call the National Relay Service 133 677, or if English isn't your first language call the telephone interpreter service 13 14 50 and request 08 9551 1620.

5 What information to include in your complaint

To help us address your complaint as efficiently and satisfactorily as possible, please provide any information that can help us resolve your complaint. This includes:

- Your contact details (name, email address and daytime phone number)
- Your customer account number (a unique number, as shown on the first page of your water bills).
- The address of the property that is the subject of your complaint
- A description of the problem, the date the incident occurred and how it is affecting you
- The suggested remedy you are requesting or what you would like to see to resolve the issue
- Any documents, photos or relevant supporting information
- Anything else you feel would help us better understand your complaint.

6 What happens to your complaint

All complaints are registered, and interactions are recorded, to allow for further investigation. If you write to us, we will acknowledge your complaint within 10 business days.

If your complaint is billing related, we will delay debt recovery during the investigation process.

We aim to resolve complaints as quickly as possible, and most complaints can be solved within a few days. However sometimes we may need additional time, such as where the matter is complex, or requires consultation with other parties. On such occasions you will be contacted and kept up to date on the progress of your complaint.

We will always attempt to have complaints resolved within 15 business days and we will contact you by phone, email or in writing, as you prefer.

6.1 Inappropriate communications

Whilst we would like to work with you to resolve your complaint, 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.

Any correspondence that is not a complaint and/or seeks to renounce the applicability of Australian or Western Australian law, or which attempts to revoke consent to or deny the validity of a customer bill will not be acted upon.

7 What to do if your complaint isn't resolved

If your complaint can't be resolved or you are unhappy with the outcome, you have the following options:

7.1 Internal review by Muchea Water

If you are not satisfied with the outcome of your complaint, you may request a review by our Operations Director who will investigate further. Your issue will be reviewed objectively, factually and in an unbiased manner. Once the investigation is complete, we will contact you by phone, email or by post with an outcome.

To request an internal review, please email: admin@mucheawater.com.au or call 9551 1620.

7.2 The Energy and Water Ombudsman

You may also refer your complaint to the Energy and Water Ombudsman. This free service is available for residential and small business owners.

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

The [Energy and Water Ombudsman website](#) has more information on their process for dealing with complaints.

The Energy and Water Ombudsman can be contacted by telephoning 1800 754 004 (toll free) or emailing: energyandwater@ombudsman.wa.gov.au.

8 Mediation and arbitration

Our mediation process relies on the joint cooperation between you and us to reach a mutually agreed solution. If a disagreement cannot be resolved through our standard complaints management processes, it can then go through a confidential and voluntary mediation process.

Independent arbitration is a formal process in accordance with the Commercial Arbitration Act 2012. A fee may be involved that varies depending on the nature of your case.

9 Our Contact Details

You can contact us at:

Postal Address: PO Box 1982, West Perth WA 6872

Phone: 08 9551 1620 (9.00am to 4.00pm weekdays)

Email: admin@mucheawater.com.au

Website www.mucheawater.com.au

TIS: 131 450 (Translating and Interpreting Service)

TTY: 133 677 (National Relay Service)

10 Amendment History

Rev	Date	Description / Amendment
1	July 2024	Issued for Use