

Complaints and Disputes Policy

Introduction

Wannon Water is a regional urban water corporation with a mission to provide safe, reliable, innovative and sustainable water services and strengthen communities in south-west Victoria.

Purpose

Wannon Water is committed to effectively and efficiently receiving and managing enquiries, complaints and disputes to ensure effective customer service.

It will achieve this through:

- Providing customers with clear information about how to lodge a complaint and Wannon Water's complaint handling procedures.
- Providing an efficient, fair and accessible mechanism for the resolution of complaints and disputes in accordance with the principles of Australian Standard (AS-ISO-10002-2006).
- Providing, where requested, written responses to enquiries and complaints, dealing with the substance of the enquiry or complaint, within 10 business days. Where the enquiry or complaint is complex a reply will be provided within 10 business days informing the customer when they will receive a reply that addresses the nature of the enquiry or complaint.
- Increasing the level of customer satisfaction by dealing with all enquiries and complaints in an expedient and effective manner.
- Investigating the causes of complaints and disputes to enable rectification and to improve policies and practices to prevent re-occurrence when appropriate.
- Recognising, promoting and protecting customers' rights including the right to complain and providing reasonable assistance to a customer who wishes to initiate a complaint.
- Providing customers with the opportunity to have their enquiry or complaint referred for an independent review if the matter cannot be satisfactorily resolved. If the matter cannot be resolved, the customer will be informed of the opportunity to have the matter referred to the Energy and Water Ombudsman (Victoria).
- Adequately resourcing the complaints handling system to provide effective framework to resolve complaints.
- Training employees to deal with complaints in a consistent and appropriate manner and empowering them with sufficient levels of delegation to resolve complaints effectively. Where possible, complaints should be resolved at the first point of contact.
- Accurately and systematically recording all complaints in the customer relationship management system.
- Ensuring the information provided by customers during the course of lodging their complaint is treated in accordance with Wannon Water's privacy requirements.
- Handling disputes and complaints in an effective and efficient manner so as to minimise risk to corporate reputation.

Wannon Water will learn from complaints and disputes, maintain a consistent resolution process and embrace a philosophy of continuous improvement.

Senior management will communicate the content of this policy to employees, customers and stakeholders and the policy will be publicly available.

Approved 24 October 2019