



Utilities Customer Complaints Procedure

Description

The Rottnest Island Authority (RIA) and the Facility Management Contractor are committed to handling utility complaints, disputes and enquires in a courteous, efficient and compliant manner.

The complaints and dispute resolution process is designed in line with the

[Code of Conduct for the Supply of Electricity to Small Use Customers](#) and

[Water Services Code of Conduct \(Customer Service Standards\) 2013](#)

- The RIA will aim to acknowledge written queries or complaints by a customer within 10 business days and respond to queries or complaints by addressing the matters within 15 business days.
- Information provided by the customer will be used to help resolve the complaint.
- The customer will be provided with a detailed explanation of the reasons behind the decision making.
- The complaint may be reviewed by a RIA senior employee if the customer is not satisfied with a decision made.
- The customer has the right to raise the electricity or water complaint with the Energy and Water Ombudsman.
- The customer may refer a complaint regarding a provided or requested water service to the Department of Water.

For electricity complaints only –

A customer may be eligible for a \$20 payment if:

- The RIA failed to acknowledge or respond to a query or complaint either in writing or by phone within 10 business days or 15 business days of receiving the query or complaint.
- A customer service officer has not contacted the customer to discuss extending the timeframe.

A customer may request the retailer to arrange a meter test in accordance with applicable law.

Definitions

Customer Complaint

An expression of dissatisfaction made to the Rottnest Island Authority relating to the provision of its utility products and services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. This includes complaints in relation to billing/credit complaints, quality complaints, marketing complaints, transfer complaints and other complaints.

Customer Query

A request by a customer for information about the provision of electricity or water that does not reflect dissatisfaction.

Type of customer complaints

Billing/credit complaints:	Billing cycles, Contents of a bill, Basis of a bill, Meter reading/testing, Tariffs, Undercharging/Overcharging, Bill adjustments
Transfer complaints:	Accounts transferred to new suppliers (N/A on Rottnest Island)
Marketing complaints:	Contracts, Information provided to customers
Water Quality complaints:	Water quality, water aesthetics, water pressure, health issues, etc.
Other complaints:	Connection/Disconnection/Reconnection, all other complaints



Procedure

For Emergencies and Faults only:

Programmed Facility Management (PFM)

Call Centre **P:** 08 9292 5233 during office hours (8.30 am - 4.15 pm Monday to Friday), or
P: 1300 044 534 outside of business hours.

For Rottnest Island Chamber of Commerce (RICC) complaints:

McGees Property
26 Clive Street PO Box 1285
West Perth WA 6005 West Perth WA 6872

P: 08 9476 2000 **F:** 08 9321 9203 **E:** vsankey@per.mcgees.com.au

For Rottnest Island Residential Customer complaints:

Access Housing Realty
18 Pakenham Street PO Box 1415
Fremantle WA 6160 Fremantle, WA 6959

P: 08 9430 0980 **F:** 08 9335 6491 **E:** amy.sherlock@accesshousingrealty.com.au

Complainant to complete Utilities Customer Complaints form available on RIA website:
<http://www.ria.wa.gov.au/policy-and-reports/utility-reports>

For Rottnest Island Visitors and outside normal business hours:

Visitor Centre
Supervisor on duty

P: 08 9372 9731 or in person at the Centre
P: 08 9372 9728 outside normal business hours

Complainant to complete Utilities Customer Complaints form available on RIA website:
<http://www.ria.wa.gov.au/policy-and-reports/utility-reports>

All utilities customer complaints forms can be –

e-mailed to: Utilitiescomplaints@rotnnestisland.com

mailed to: Rottnest Island Authority
PO Box 693
Fremantle WA 6959

For complaints that have not been resolved internally in a manner acceptable to the customer:

Energy and Water Ombudsman Western Australia
2nd Floor, Albert Facey House PO Box Z5386
469 Wellington Street St Georges Terrace
Perth WA 6000 Perth WA 6831

P: 08 9220 7588 **Free Call:** 1800 754 004* **E:** energyandwater@ombudsman.wa.gov.au

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



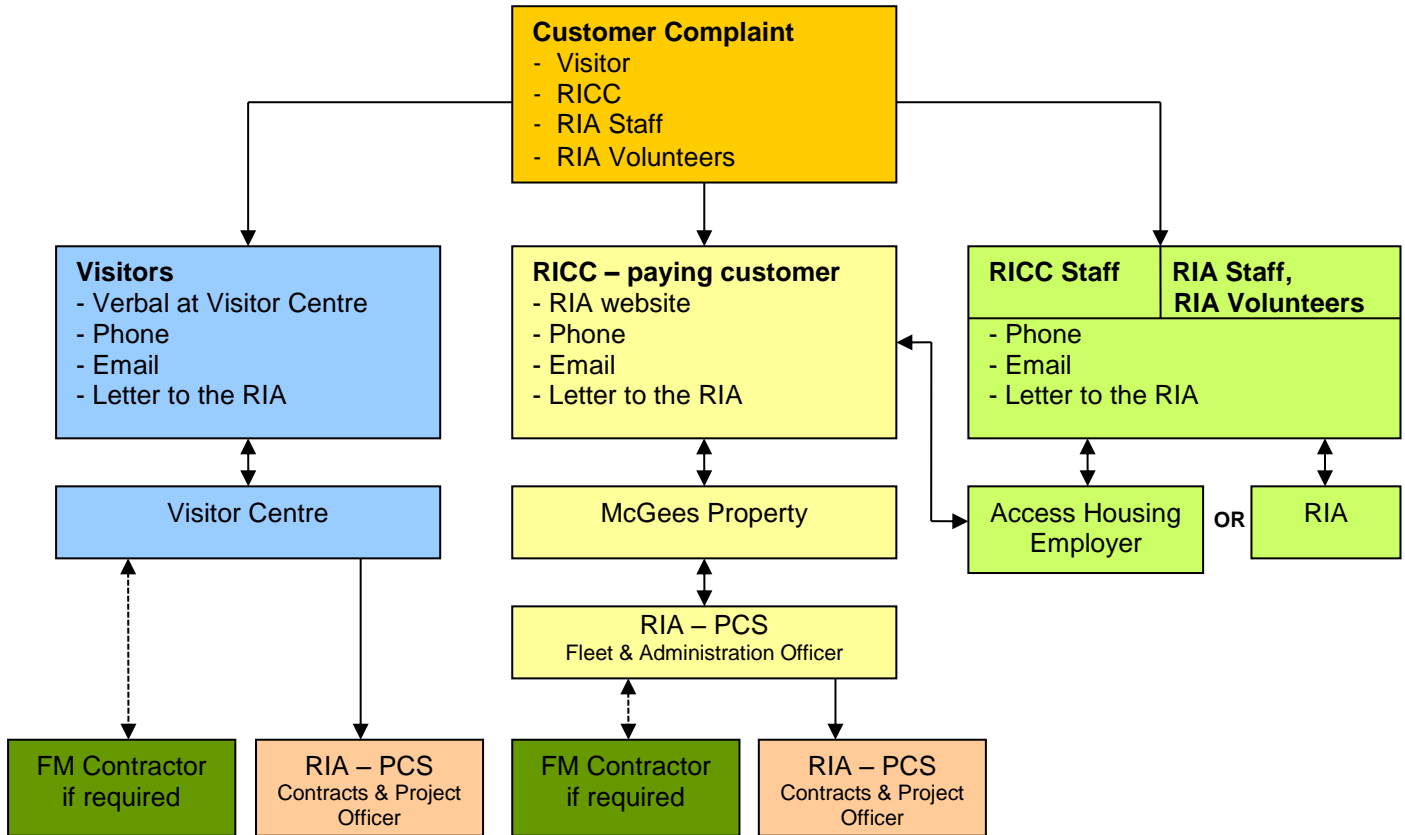
V	Version Description	Created by	Approved by	Issue date
V01	New Utilities Customer Complaints Procedure and Flow Chart	Janett Enke	Tracey Hornsey	04/04/2014

Rev	Revision Description	Revision by	Issue date	Page
V02	Updated website addresses and links	Janett Enke	03/08/2015	1 & 2
V03	Updated compliance requirements	Janett Enke	29/102015	1 & 2
V04	Updated compliance requirements	Janett Enke	20/01/2016	1 & 2



Utilities Customer Complaints Flow Chart

- Process



RIA – Rottnest Island Authority
 RICC – Rottnest Island Chamber of Commerce
 PCS – Project & Contracts Services
 FM – Facilities Management

