

# **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 if 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. 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: <u>vsankey@per.mcgees.com.au</u>

### 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: <a href="http://www.ria.wa.gov.au/policy-and-reports/utility-reports">http://www.ria.wa.gov.au/policy-and-reports/utility-reports</a>

### 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: <a href="http://www.ria.wa.gov.au/policy-and-reports/utility-reports">http://www.ria.wa.gov.au/policy-and-reports/utility-reports</a>

### All utilities customer complaints forms can be -

e-mailed to: Utilitiescomplaints@rottnestisland.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

<sup>\*</sup> Calls made from mobile phones will be charged at the applicable rate



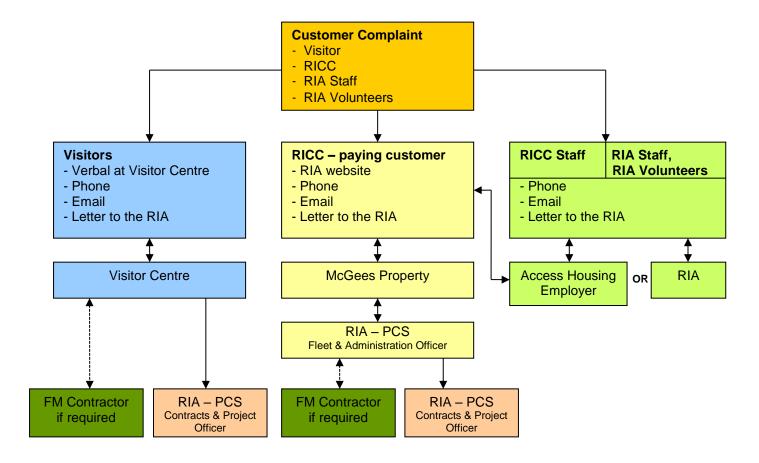
٧	Version Description	Created by	Approved by	Issue date
V01	New Utilities Customer Complaints	Janett Enke	Tracey Hornsey	04/04/2014
	Procedure and Flow Chart			

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

- Rottnest Island Chamber of Commerce RICC

- Project & Contracts Services **PCS** - Facilities Management FΜ



### **Utilities Customer Complaints Flow Chart**

### - Procedure

