



UTILITY (Electricity, Water, Gas) Customer Complaint Form

We strive to provide you with the highest level of service at all times. If this has not been the case, or if we have not handled something to your satisfaction, please detail your concern below.

Your details

Title _____ First name _____ Surname _____

Account holder's name (if different from the above) _____

Account number (if available) _____

Account address _____

Preferred contact phone number _____

Email address _____

Category

Please tick the box which best reflects the issue:

Billing and accounts

Electricity

Connection / Disconnection / Reconnection

Water

Marketing

Gas

Other matters

The issue

Please tell us clearly where we failed to meet your expectations. Add extra pages if necessary, and attach copies of relevant documents such as letters, bills, etc.

Please turn over ...





Previous contact

Where possible, please provide names and times of discussions held with RIA people:

What was the result of your discussions?

Please provide details of the outcome or further course of action:

Your expectation

Please indicate what you would like to see happen to resolve your complaint or improve our service in the future:

Signature _____ Date _____

Thank you for your valuable feedback. Please return this completed form by email to Utilitiescomplaints@rotnnestisland.com or by post to Rottnest Island Authority, PO Box 693, Fremantle WA 6959.

We will provide you with a written acknowledgement within 10 working days. In the meantime, should you have any further queries whilst your complaint is being processed, please do not hesitate to contact us on 9476 2000 (for businesses) or 9372 9731 (for visitors).

For RIA use only
Date received _____ By _____

Acknowledgement _____
Due date _____
Date sent _____
Prepared by _____

Reply _____
Due date _____
Date sent _____
Prepared by _____

In complaints register – name, date:

