

ATTACHMENT F: ALL OTHER POLICIES RELATING TO
TASWATER'S INTERACTIONS WITH CUSTOMERS AND
POTENTIAL CUSTOMERS

- F.1 TasWater's Complaints Management Policy – **Updated Version Attached**
- F.2 TasWater's Financial Hardship Policy – **Previously Provided**

CUSTOMER COMPLAINTS, ENQUIRIES AND DISPUTES MANAGEMENT POLICY

Aim

TasWater is committed to meeting its customer expectations through high quality and consistent customer services. Our focus on our customers means that we welcome all forms of feedback, including enquiries and complaints.

Legislation

Pursuant to the sources below, we are required to implement a customer complaints, enquiries and disputes management policy.

- *Water and Sewerage Industry Act 2008* (Tas) s75 – Customer complaints process
- *Water and Sewerage Industry (Customer Service Standards) Regulations 2009* (Tas) – Part 9 – Customer complaints and dispute resolution
- Tasmanian Water and Sewerage Industry *Customer Service Code* Part B – Section 4 – Complaints, enquiries and disputes policy

Definition

A complaint¹ is an “expression of dissatisfaction made to an organisation, related to its products, or the complaints-process itself, where a response or resolution is explicitly or implicitly expected”. (AS ISO 10002-2006)

Policy

At TasWater we:

- welcome all complaints, and action each matter professionally;
- are dedicated to understanding and addressing systemic issues raised from any customer complaints through a continual process of improvement; and
- recognise and value the benefits of an efficient complaint management system.

To do this, TasWater has considered the Australian Standard on complaints handling (AS ISO 10002:2006) and has adopted the following principles of complaint management:

- **respect** – we respect a customer’s right to complain and we shall manage all relevant personal information in a confidential manner
- **visibility** – information about how and where to complain is well publicised to not only our customers, but external and internal stakeholders
- **accessibility** – we want to make the complaints process easy and accessible for those wanting to make contact with us
- **responsiveness** – we will use our best endeavours to ensure that we promptly acknowledge, address and inform customers following receipt of their complaint and throughout the entire process
- **fairness** – we ensure that all of our complaints are dealt with in an equitable, objective and unbiased manner
- **review** – we will provide our customers with the avenues available to them, for both internal and external review

¹ defined in accordance with the Australian Standards

- **accountability** – accountabilities for complaint management are clearly established. We monitor our complaints and responses, to ensure regular process improvement and we report on them to management and other stakeholders; and
- **continuous improvement** – we consider each complaint as an opportunity to improve.

Customers can make a complaint or raise an enquiry via phone, email or in person. Contact details will be provided on our external website and customer communications literature.

TasWater will:

- commence action to resolve a complaint or unresolved enquiry within 48 hours of receiving the complaint or unresolved enquiry
- provide a reply to a complaint or unresolved enquiry within 10 business days of receiving the complaint or unresolved enquiry
- provide written notification to a customer where the timeframe in (b) above cannot be achieved, explaining why the timeframe could not be met and when a reply will be provided
- ensure a reply to an enquiry or complaint deals with the substance of the enquiry or complaint
- provide the reasons for a decision made in resolving a complaint, by including details of the legislative or policy basis for the reasons, where appropriate
- deliver a complaint and escalation process that gives customers an opportunity to raise a complaint or dispute up to the level of a senior manager within the organisation and provide information about referral to the Ombudsman Tasmania if a customer is not satisfied with the response
- restrict its activity to recover an amount of monies which is in dispute, until the dispute has been resolved
- inform a complainant of the matters in clauses (a) to (g) above and rights as a customer as detailed in the Resolution of Disputes clause of the Tasmanian Water and Sewerage Industry Customer Services Code

Responsibilities

This policy assigns responsibility for complaints to all TasWater employees and the CEO is responsible for implementing the Policy.

Associated Documents and References

AS ISO 10002:2006: *Customer Satisfaction – Guidelines for complaint handling in organisations*

Ombudsman Act 1978 (Tas)

Ombudsman Tasmania – Guidelines for Complaint Handling 2013

Personal Information Protection Act 2004 (Tas)

Privacy Act 1988 (Cth) (including the Personal Information Protection Principles)

Approved by the Board at its meeting on 1 October 2014

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Chairman