

Complaints Management Policy

Purpose

The purpose of this policy is to outline the way that Urban Utilities manages and responds to complaints and feedback received from customers and members of the community.

Applicability of the Policy

This is a strategic policy and is also an external policy available to customer and the public on our website.

Scope

This policy applies to all customers of Urban Utilities and members of the community.

Related legislation

- *Crime and Corruption Act 2001*
- *Energy and Water Ombudsman Act 2006*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Modern Slavery Act 2018 (Cth)*
- *Public Interest Disclosure Act 2010*
- *Public Sector Ethics Act 1994*
- *Public Service Act 2008*
- *Right to Information Act 2009*
- *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*
- *Water Supply (Safety and Reliability) Act 2008*

Policy Statement

Urban Utilities acknowledges the right of customers and members of the community to provide feedback, both positive and negative, and we recognise that customers or members of the community may need to make a complaint if a service, product, decision or action fails to meet their expectations or our standards.

We are committed to addressing complaints confidentially, fairly and professionally, and treating complainants equally, ensuring accessible, comprehensive and transparent complaints procedures with a view to resolving those complaints in the most effective, timely and efficient manner.

Where possible, we will aim to resolve your issue on the spot. Where this is not possible, we will contact you within two business days to confirm that we have received your complaint and aim to resolve the issue at this time.

If your complaint requires further investigation, we will provide a response or a status update within 10 business days. Where a complaint is of a serious or urgent nature, it will be prioritised for resolution and we will update you accordingly.

When we respond, we will address the substance of your complaint and let you know the reason for our decision.

We consider complaints to be resolved if:

- we have provided the decision/outcome on the review of your complaint (including providing reasons);
- 10 business days have passed since the decision has been provided; and
- a further review of the complaint has not been requested.

You can request a review of your complaint at any time. However, complaints are closed as outlined above for administrative purposes.

Complaint escalation

If you are not satisfied with the outcome of our response, you may request a review by a more senior manager by contacting us via phone or any of the other contact methods listed.

Once your complaint has been reviewed by a more senior manager, and we have informed you of the outcome of the review, the matter will be considered resolved and finalised at that point.

You have the right to take your complaint to the Energy and Water Ombudsman Queensland (EWOQ) or the Queensland Ombudsman for resolution if you have first given us an opportunity to resolve it.

- For residential customers and non-residential customers using less than 100 kilolitres of water per year, contact EWOQ.
- For commercial customers using over 100 kilolitres of water per year, contact the Queensland Ombudsman.

We are always looking for opportunities to improve our products and services, including our complaints management process. We capture and analyse feedback provided by our customers, details of complaints and customer experience through the complaint management process, for this purpose.

Definitions

Complaint - an expression of dissatisfaction, either explicit or implicit, made to Urban Utilities relating to our products, services, decisions or actions.

Customer – a person, group of people, organisation or its representative who has (or would have, if connected) a direct billing relationship with Urban Utilities.

Representative – a person authorised to act on another person's or organisations behalf.

Related Information

- *South East Queensland Customer Water and Wastewater Code*, Department of Energy and Water Supply
- *AS ISO 10002:2006 – Guidelines for complaints handling in organizations*
- *ISO 10002:2018 – Guidelines for complaints handling in organizations*
- *Urban Utilities Code of Conduct*
- *Urban Utilities Authority to Act form*
- *Urban Utilities Information Privacy Policy*
- *Urban Utilities Public Interest Disclosure Program*

Review Date

This policy will be reviewed every two (2) years in accordance with business processes or changes to relevant legislation.

Authorising officer

The Urban Utilities Board

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Frequently Asked Questions

How can I make a complaint?

You can make a complaint in the following ways:

- Phone - by calling us on 13 23 64 (Faults and Emergencies) or 13 26 57 (General Enquiries) or +61 7 3307 2851 for overseas callers
- Online - you can make a complaint at any time using our online complaint form or webchat. Go to <https://urbanutilities.com.au/contact-us/enquiry-form>
- Mail – by writing to us at:
Urban Utilities
GPO Box 2765
Brisbane QLD 4001
- Interpreter Services - if you would like assistance from an interpreter to discuss your complaint with us, please call our interpreter service on 13 14 50

What information should I include in my complaint?

To enable us to investigate your complaint, please include:

- Your name
- Your contact details
- The affected property address (if applicable)
- Details of the incident or issue including:
 - dates (where appropriate)
 - reference or account numbers
 - any information you believe would assist us to understand and investigate your complaint further
 - your desired solution, remedy or outcome

Are there any complaints that are not covered by the Urban Utilities Complaints Management Policy for customers and the community?

Yes, our Policy does not address complaints that are:

- already covered by other statutory review mechanisms;
- official misconduct - these should be reported through our Public Interest Disclosure Program. Further information about our Public Interest Disclosure Program is available on our website;
- seeking to revisit the same issue after the investigation into the matter has closed when no new evidence or new material is provided;
- from our suppliers - these should be directed to individual contract managers within Urban Utilities.

If a complaint, including requests for review, is determined by Urban Utilities to be frivolous, vexatious or malicious, we will decline to investigate and advise you of this decision.

I do not want my details known; can I make an anonymous complaint?

Yes, we will accept feedback and complaints made anonymously, however this may affect our ability to investigate complaints fully and to respond or provide an outcome to the complainant. If your complaint involves another person, complaints will be dealt with in a confidential manner that is respectful to both you as the complainant and the respondent. Reasonable steps will be taken to protect personal information from loss, unauthorised access, use, disclosure or any other misuse during the complaint handling process. However, we cannot give an assurance of absolute confidentiality, given legal obligations and principles of natural justice.

Can someone make a complaint on my behalf?

Yes, we will accept complaints by a person on behalf of a customer (a representative, such as a solicitor). We will not respond directly to the representative unless we have received authorisation for the representative to act on the customer's behalf. Authorisation for a representative can be provided on an Urban Utilities *Authority to Act* form on our website.

Do I have to pay my Urban Utilities bills while I have an open dispute?

You are required to pay any bills that are not in dispute; this includes any new bills that may be issued. While a complaint is under investigation with Urban Utilities, we will not undertake recovery action in relation to the disputed amount.