

Policy

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 (QLD)
- Energy and Water Ombudsman Act 2006 (QLD)
- Human Rights Act 2019 (QLD)
- Information Privacy Act 2009 (QLD)
- Modern Slavery Act 2018 (Cth)
- Public Interest Disclosure Act 2013 (Cth)
- Public Sector Ethics Act 1994 (QLD)
- Public Sector Act 2022 (QLD)
- Right to Information Act 2009 (QLD)
- South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (QLD)
- Water Supply (Safety and Reliability) Act 2008 (QLD)

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 the methods listed on our website :

<https://urbanutilities.com.au/contact-us/complaints>

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 Documents

Internal Documents

- Urban Utilities Code of Conduct
- Urban Utilities Authority to Act form
- Urban Utilities Information Privacy Policy
- Urban Utilities Public Interest Disclosure Program

External Documents

- South East Queensland Customer Water and Wastewater Code, Department of Energy and Water Supply
- AS 10002:2022 – Guidelines for complaints handling in organisations
- ISO 10002:2018 – Guidelines for complaints handling in organisations

Review Date

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

Authorising Officer

Urban Utilities Board