



## Complaints received by Urban Utilities

### Introduction

Urban Utilities supplies water and sewerage services to a population of more than 1.5 million people in South East Queensland. When we receive a complaint from one of our customers or the community, we respond in line with our [Complaints Policy](#). Where a customer contacts our Contact Centre by phone or webchat, we aim to resolve the complaint immediately during that first contact. If the complaint cannot be resolved immediately, it is referred on from the Contact Centre for further investigation and response.

### Complaints received by Urban Utilities FY2019/20

<b>Total complaints received</b>	<b>4098</b>
<ul style="list-style-type: none"><li><i>Inbound complaints resolved at first contact by the Urban Utilities Contact Centre</i></li></ul>	<i>1840</i>
<ul style="list-style-type: none"><li><i>Complaints requiring further investigation</i></li></ul>	<i>2258</i>

### Complaints received by Urban Utilities FY2018/19

<b>Total complaints received</b>	<b>4169</b>
<ul style="list-style-type: none"><li><i>Inbound complaints resolved at first contact by the Urban Utilities Contact Centre</i></li></ul>	<i>1791</i>
<ul style="list-style-type: none"><li><i>Complaints requiring further investigation</i></li></ul>	<i>2378</i>