



COMPLAINTS PROCESS INFORMATION SHEET

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by the Authority. The Authority will investigate any/all complaints received to ascertain all of the facts from both the customer's point of view and the Authority's with regards to what occurred.

How Your Complaint Will Be Handled

All complaints received by the Authority are acknowledged within the same day of receipt. The Authority strives to ensure that all complainants receive a written response within 10 working days of the complaint being received. Should it take longer than 10 working days to resolve the complaint, you will be notified by the Authority.

Please note that complaints regarding accounts will only be accepted from customers as the Authority does not divulge any customer information to a third party unless compelled by law.

Actions that may be taken to resolve a complaint include but are not limited to:

- An explanation,
- An apology,
- A change in policy/procedure,
- A refund of charges if service has not been rendered as charged.

What To Do If You Have A Complaint

STAGE 1

If you have a complaint about the service or actions of the Authority, you may inform the Authority by telephone, mail, e-mail, or fax. All complaints should be directed to the Customer Service Manager.

STAGE 2

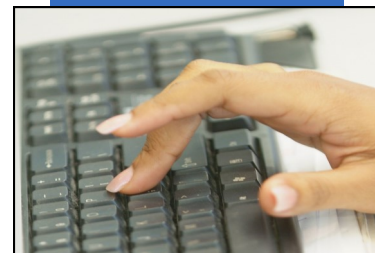
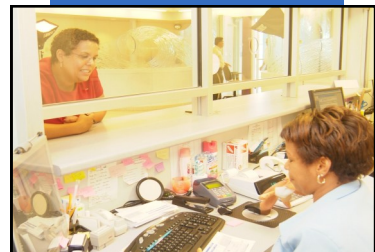
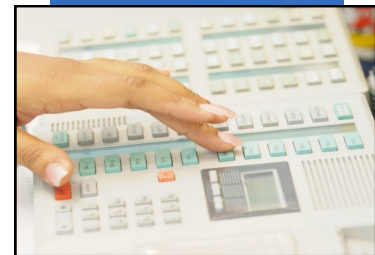
If you are not satisfied with the response received from the Customer Service Manager, you may escalate the complaint to the Director of the Water Authority.

STAGE 3

If you are not satisfied with the response received from the Director, you may escalate the complaint to the Chairman of the Water Authority Board.

STAGE 4

If you are not satisfied with the response received by the Water Authority Board, you may escalate the complaint to the Ombudsman.



Complaints the Director of the Water Authority *can* deal with:

- Those referred to the Director by customer due to unsatisfactory response from the CS manager.
- Those referred to Water Authority by Ombudsman because the customer is not satisfied.
- Concerns that Water Authority is allegedly breaking the law or not maintaining its regulatory responsibilities.
- Complaints from the general public claiming that water and wastewater companies that are monitored by Water Authority are providing substandard service.
- Those about the Authority's legal right to install water and sewerage pipes or facilities near to or on private land.

Complaints the Water Authority (including the Director) *cannot* deal with:

- Services/businesses not regulated by the Water Authority. These may be activities of the Department of Environment, the Planning Department, or LIS, other Government entities or private companies, etc. These include but are not limited to planning approval, garbage dump, recycling of trash, GIS maintenance of utilities assets.
- Issues between an individual and any third party (i.e. an individual and a water trucker/septage trucker/well driller/plumber) which can be dealt with through the courts. These include questions of law and assessing damages.
- Issues between a tenant and a landlord.

Disputes the Water Authority *can* decide:

- A customer's right to a payment or credit under the Water Authority Law & Regulations if service not received.
- A customer's right to have a meter tested.
- The terms and conditions applied when granting a payment agreement.
- The conditions and costs set for a developer making connections to water/sewer mains.
- The charges or disconnection costs that must be paid before a customer's supply is reconnected.
- The terms and conditions applied by for connecting a supply to the mains so that a meter can be installed.
- The need for a customer's property to have separate meters.
- A proposal or refusal to adopt sewers or sewage-disposal works, or about the conditions in an adoption agreement.
- A refusal to allow private sewers and drains to be connected to public sewerage systems.
- A requirement to inspect the drain or sewer before allowing a connection to the public sewerage system.
- The cost assessed to connect premises to the public sewerage system.
- The suitability of a sewer to replace an existing private sewerage system which the Authority considers unsuitable or is due to be replaced.

Disputes the Ombudsman will decide:

- Any case referred to the Ombudsman where the customer is not satisfied with the outcome from the Authority. The Ombudsman has legal jurisdiction to investigate any written complaint that may suggest an "improper, unreasonable or inadequate administrative conduct: of any Government agency, department, company or Authority". Customers are encouraged to take advantage of this service as the Ombudsman is an independent body.