



COMPLAINT & ENQUIRY POLICY



1. Scope

This policy applies to all complaints and enquiries made to Hunter Water about the services it provides and explains how they are managed when they cannot be resolved at the first point of contact.

Complaints are an expression of dissatisfaction made to Hunter Water or its contractors about our products and/or services, where a response or resolution is explicitly or implicitly expected.

2. Policy at a glance

We are committed to resolving complaints and enquiries about our services that are raised by customers and members of the community quickly and fairly. We aim to resolve all complaints at the first point of contact where possible. Some issues may require further investigation or action to be undertaken in order to resolve the complaint or enquiry and we will keep the customer informed through the process.

We will review all complaints and enquiries in the most effective and efficient manner whilst endeavouring to meet the minimum service targets outlined under the Customer Contract. As per part 6 Section 30 of our Operating Licence, Hunter Water's Complaint Management processes are in accordance with Australian Standard AS/NZS 10002:2022) Guidelines for Complaint Management in Organisations.

3. Application of policy

There are a number of different communication channels through which complaints and enquiries can be made to us:

- Email at enquiries@hunterwater.com.au
- Visiting our website at www.hunterwater.com.au and using our web chat services or online form at <https://www.hunterwater.com.au/contact-us/feedback-complaints/share-your-feedback>
- Calling our local Contact Centre on 1300 657 657 8am to 5pm, Monday - Friday
- By writing to us at Hunter Water, PO Box 5171, HRMC NSW 2310
- Visiting our Newcastle Customer Centre at 36 Honeysuckle Drive, Newcastle
- Reaching out via our many social media channels

Where we cannot resolve an *enquiry* at the first point of contact we will do our best to provide a response within 5 business days.

Where we cannot resolve a *customer complaint* at the first point of contact and where the complaint may require further investigation and response, we will provide acknowledgment of the complaint being received within 3 business days. As part of this acknowledgement, a Case Identification number that assists in tracking progression of the complaint will be provided. We will also provide an



estimated time frame outlining when you are expected to receive an update about the investigation, and the name of the contact person for follow up of the complaint.

If for any reason you may not be satisfied with the outcome in accordance with the Customer Contract, a request can be made to escalate the complaint to management for review.

We always aim to address complaints and resolve disputes internally. If we are unable to resolve your issue or you are not satisfied with our handling of the complaint, you can seek external independent resolution from the Energy & Water Ombudsman NSW (EWON). EWON provides a free service to customers, assisting to investigate and resolve any disputes that customers may have with us. EWON can be contacted on 1800 246 545 or via their website at <http://www.ewon.com.au>.

4. Associated Regulations and Standards

Operating License
Customer Contract
Customer Complaints Handling Standard

Signed:

Darren Cleary
Managing Director

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