

## Complaint policy

### 1. Overview

#### 1.1 At a glance

This policy explains how we manage complaints.

#### 1.2 Scope

This policy applies to complaints received from customers and consumers and their representatives.

#### 1.3 Objective

We aim to respond to all complaints in a prompt, efficient and fair manner and make all reasonable efforts to resolve the complaint to your satisfaction.

It will help us:

- enhance customer service
- improve our products and services.

## 2. Policy in detail

We aim to resolve your complaint at the first point of contact by providing a solution or negotiating an agreed course of action. We'll respond to complaints in a prompt, efficient and fair manner and make all reasonable efforts to resolve the complaint to your satisfaction.

If it's not possible to fully investigate and resolve your complaint immediately, we'll give you an initial response within:

- two working days, if you've phoned or spoken directly to us
- five working days, if you've sent us an email or written a letter. We'll try to respond earlier by making direct contact with you.

Our initial response will be either to:

- offer you a solution you accept
- explain our intended course of action to resolve your complaint.

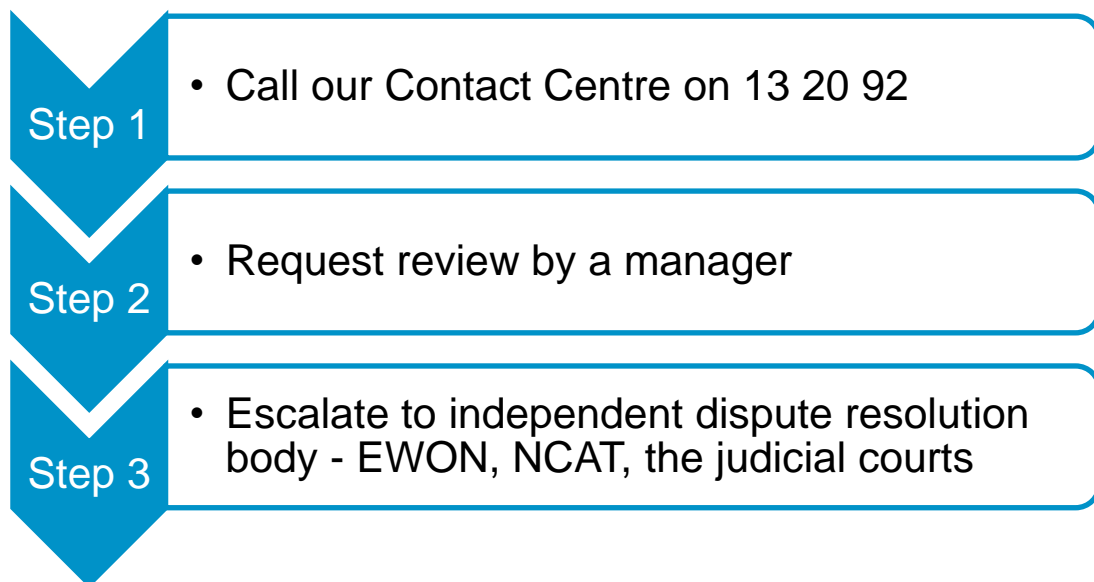
To get an update on your complaint, you can [email us](#), or call us on 13 20 92.

### 2.1 How can you escalate your complaint?

If you're not happy with our solution, you can choose to have the complaint reviewed again by a manager.

At any time, you can contact an independent dispute resolution body such as the [Energy & Water Ombudsman NSW \(EWON\)](#), the [NSW Civil & Administrative Tribunal \(NCAT\)](#) or you can go through the judicial courts.

The steps to lodge and escalate a complaint with us are:



### 3. Definitions

Term	Definition
Complaint	<ul style="list-style-type: none"> <li>• Australian standard providing guidance on complaint handling within an organisation (<i>Australian/New Zealand Standard – Guidelines for complaint management in organizations AS/NZS 10002:2014</i>) defines a complaint as:               <p style="margin-left: 20px;">‘A complaint is an expression of dissatisfaction made to or about Sydney Water related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required’</p> </li> <li>• A complaint may be lodged by a customer, consumer, their representative, EWON or another independent dispute resolution body, a Government Minister, or a member of the public.</li> <li>• A contact requesting information is not a complaint.</li> <li>• A contact reporting a service difficulty or fault is not a complaint and these contacts are recorded separately.</li> <li>• A contact expressing dissatisfaction with a repeat service difficulty or fault is a complaint.</li> <li>• A contact where a credit adjustment on the account has been made due to a meter misread is a complaint.</li> <li>• A contact reporting a water quality issue is a complaint (i.e. due to particles, discolouration, smell, taste, or a health issue).</li> <li>• A contact reporting an internal wastewater overflow is a complaint.</li> <li>• Any legal action taken through a court for loss or damage arising from our performance under the Customer Contract is a complaint</li> <li>• Complaints regarding a repeat service difficulty or fault where they are from separate customers arising from the same cause, are counted as separate complaints.</li> <li>• More than one complaint from the same customer arising from the same cause are reported separately</li> <li>• A contact regarding a matter that is found to be not the responsibility of Sydney Water is not recorded as a complaint</li> <li>• A contact regarding flooding from our stormwater system is a complaint</li> </ul>
Customer	A term used either specifically to describe a property owner; or generally to also include a tenant, any consumer of our products or services or their representative or advocate. For the purpose of this policy all complainants are referred to as customer.
EWON	Energy & Water Ombudsman NSW, an industry-based, independent dispute resolution body. Their services are free to our customers. Freecall 1800 246 545 or visit the <a href="#">EWON website</a> .
NCAT	NSW Civil & Administrative Tribunal, or NCAT, is an independent dispute resolution body. It reviews administrative decisions made by NSW Government agencies and resolves discrimination matters. Fees generally apply. Call 1300 006 228 and select Option 1 for all Consumer and Commercial Division enquiries or visit the <a href="#">NCAT website</a> .
Staff	A general term for Sydney Water employees and our service providers, including principal contractors, contractors, sub-contractors, consultants and suppliers that provide a specific service to and on behalf of Sydney Water.