



We value your input into our continued effort to improve the services provided to you and we will do all that we can to resolve your complaint within 15 business days of you contacting us.

The following will guide you in the complaints process:

### STEP 1

**Gather any information that can help us resolve your complaint, this includes:**

- Your contact details (Your name, address and daytime contact phone number)
- The address of the property that is the subject of your complaint (if applicable)
- A description of the problem and the date the incident occurred
- Consider the remedy you are requesting, so you can advise us
- Collect any documents or supporting information of relevance to your complaint (if applicable)

### STEP 2

**Choose your preferred method and submit your complaint**

We appreciate the opportunity to resolve your complaint. You can submit your complaint using the online customer complaint form on our website (<https://www.busseltonwater.wa.gov.au/customers/complaints/customer-complaints-form/>), or by mail or in person to our offices at 1 Fairbairn Road, Busselton. If you need assistance please contact us on 9781 0500.

.....

**Hearing or Speech Impaired** customers can call the National Relay Service **133 677** and ask for **(08) 9781 0500**.

For a **translating and interpreting service** customers can call **131 450**.

.....

### STEP 3

We will review your complaint and advise you of the outcome within 15 business days of you contacting us.

### What if I'm not satisfied with Busselton Water's response to my complaint?

If, after we have provided our response, you are still not satisfied, you may refer your complaint to the Water Ombudsman on phone 1800 754 004, fax 1800 611 279 or by email [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

We would like to work with you to resolve your complaint, however if your correspondence contains personal abuse, inflammatory statements or material clearly intended to offend or intimidate it will be returned to the sender and not acted upon.