

Complaints, Enquiries and Disputes Management Policy

Purpose

We are committed to providing a positive experience for our customers through consistent, high quality customer service.

We value customer feedback, including enquiries and complaints, as it helps us understand our customers' experience and how we can continue to meet their needs. Customer feedback also provides insights into how our processes, services and infrastructure are performing and presents us with opportunities to improve performance or advocate for new processes, policies, products or services.

Scope

This policy covers TasWater's response to customer enquiries and complaints, including our dispute resolution processes as part of complaint handling.

This policy does not cover:

- Privacy complaints made pursuant to the Privacy Policy, due to specific regulatory requirements that must be complied with for these types of complaints.
- Any legal claims referred to TasWater's legal team for resolution.
- Repeated, vexatious or frivolous complaints.
- Complaints or enquiries made via third party social media accounts or channels.

How to make a complaint or enquiry

A complaint or enquiry about any area of our service can be made:

- By phone to our Customer Service Centre on 13 6992; or
- By email to enquiries@taswater.com.au or complaints@taswater.com.au; or
- Through our website www.taswater.com.au by completing an online enquiry form.

How we will handle complaints

TasWater welcomes complaints and endeavours to make it easy for our customers to tell us their concerns, by:

- Managing complaints consistently, professionally, efficiently and fairly.
- Promoting a culture of learning from complaints and making improvements.

- Recognising and valuing the benefit of an efficient complaint management system.

TasWater commits to the following:

- (1) Acknowledging receipt of the complaint or enquiry.
- (2) Commencing action to resolve a complaint or unresolved enquiry within 48 hours of receiving the complaint or unresolved enquiry.
- (3) Providing a reply to a complaint or enquiry within 10 business days of receiving the complaint or unresolved enquiry.
- (4) Communicating with a customer where the timeframe in (3) above cannot be achieved, explaining why the timeframe could not be met and when a reply will be provided.
- (5) Ensuring a reply to an enquiry or complaint deals with the substance of the enquiry or complaint.
- (6) Providing the reasons for a decision made by us in resolving a complaint.
- (7) In cases where the customer is not satisfied with the response, providing an escalation process that gives the customer:
 - (a) an opportunity to raise their complaint or dispute up to the level of a senior manager within the organisation; and
 - (b) information about referral to the Ombudsman Tasmania if a customer is not satisfied with the response.
- (8) Pausing recovery of any amount of monies in dispute:
 - (a) until 10 business days after we have informed the customer of our decision on the dispute or any internal review of the dispute, or
 - (b) if the customer has referred the complaint to the Tasmanian Ombudsman, after the complaint has been finalised by the Tasmanian Ombudsman.
- (9) Informing the customer of the matters in clauses (1) to (8) above and their rights as a customer as detailed in clause 4.3 of the Customer Service Code.

Roles and responsibilities

This policy assigns responsibility for complaints to all TasWater employees.

The Chief Executive Officer is responsible for overseeing the implementation of this Policy.

The General Manager Customer and Community is responsible for implementing the policy.

Review of Policy

This Policy and associated procedures will be reviewed every 3 years, or sooner in the event of any relevant changes to:

- The Customer Service Code; or
- Water and sewerage legislation; or
- Relevant Australian Standards on complaints and enquiries handling.

Definitions

Complaint means an expression of dissatisfaction made to or about TasWater, 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.

Dispute resolution refers to informal dispute resolution processes undertaken as part of complaint handling.

Enquiry means a written or verbal approach by a customer which can be satisfied by the regulated entity providing written or verbal information, advice, assistance, clarification, explanation or referral about a matter.

Customer Service Code means the Tasmanian Water and Sewerage Industry Customer Service Code issued 1 July 2025 (Version 9).

Related Documents

- *Tasmanian Water and Sewerage Industry Customer Service Code*, 1 July 2025 (Version 9)
- AS 10002:2022, *Customer Satisfaction – Guidelines for complaint handling in organisations*
- *Ombudsman Act 1978 (Tas)*
- *Privacy Policy*

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