

Alano Utilities

Customer Enquiry, Complaint and Dispute Resolution Process

Table of Contents

Alano Utilities	1
Customer Enquiry, Complaint and Dispute Resolution Process	1
1. Definitions	3
2. Introduction.....	4
3. Purpose.....	4
4. Customer enquiries	4
4.1. How can I contact Alano Utilities?.....	5
4.2. Commitment to customer enquiries	5
5. Complaints and dispute resolution	6
5.1. Alano Utilities commitment to complaints and dispute resolution	6
5.1.1. Complaints Management Guiding Principles.....	6
5.2. How to make a complaint.....	7
5.3. Method of response	8
5.4. Complaint escalation	8
5.5. Complaint recording.....	8
6. Alano Utilities Customer Charter.....	9
7. Privacy	9
8. References.....	9

1. Definitions

Acronym	Definition
business day	a day that is not a Saturday, a Sunday or a public holiday in the State of South Australia
complaint	An expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected
customer	The beneficiary of a product or service supplied by the licensee. A Beneficiary can be an organisation or a person
enquiry	A request for information (which requires further investigation) received from a customer or their representative via the nominated enquiry channels
ESCOSA	Essential Services Commission of South Australia
EWOSA	Energy and Water Ombudsman of South Australia
first point of contact	The employee, company contractor or agent who first received the customer complaint, compliment or suggestion
investigation	An investigation is required if: <ul style="list-style-type: none"> a) A response cannot be provided to a customer based on information that is available to us at the time b) An inspection of the property is required c) A complaint is received about the behaviour of a staff member or a complaint about a contractor
regulatory service standards	Timeframes for response to complaints as determined by ESCOSA from time to time
suggestion	Advice, recommendation or comment from a customer that proposes to lead to some improvement in Alano Utilities ability to deliver a higher level of customer service

2. Introduction

Alano Utilities was issued with a water retail licence for [the sale and supply of wastewater services on 1st January 2013. The Water Retail Code – Minor and Intermediate Retailers sets out requirements we must comply with in relation to the provision of our of wastewater services.

More information on these requirements can be found in our Customer Charter at www.alanowater.com

3. Purpose

This document outlines our customer enquiry, complaints and dispute resolution processes detailing the requirements for recording, managing and responding to enquiries and complaints received and the escalation process. This document should be read in conjunction with our Customer Charter and other policies where specified.

This process applies to all enquiries and complaints received from external customers and consumers via telephone, in writing, in person or electronically.

The process ensures that customers are fully aware of the channels available to them to raise queries or complaints about our services. It also ensures that accurate information is collected and can be used to analyse trends and areas for improvement.

This document is reviewed periodically and may be subject to change.

4. Customer enquiries

Alano Utilities will:

1. Ensure enquiries, complaints and dispute resolution is available to our customers via:
 - a. telephone
 - b. e-mail
 - c. written correspondence
 - d. website
 - e. in person
2. Provide a source of customer-related information as directed by the Water Retail Code including our Customer Charter and Standard Customer Contract
3. Provide early resolution of customer enquiries and complaints and resolve matters at the first point of contact where possible
4. Manage customer requirements by providing relevant information and meeting service standards related to enquiry and complaint responsiveness
5. Ensure customer enquiries and complaints are dealt with in a fair reasonable and timely manner

6. Assist customers who may require an interpreter service by referral to the relevant body

4.1. How can I contact Alano Utilities?

You can contact Alano Utilities on the following phone number(s), between 9.00am and 5.00pm weekdays (excluding public holidays) to discuss various matters as listed below.

1. General Enquiries 08 82402733
 - Accounts
 - Change of name and/or address
 - Payment arrangements and options available
 - Hardship and difficulties in paying bills
 - Complaints, compliments and suggestions
 - Registration of Special Needs Customers
 - Availability of any relevant Government concession, grant or rebate schemes
2. Service faults and emergencies (24 hours) 08 82402733
 - Sewer blockage or overflow
3. Connection enquiries 08 82402733
 - Applications for connections
 - Availability of services
 - The connection and supply to a supply address
4. Dial Before You Dig 1100

You can also contact Alano Utilities in a variety of other way.

Enquiries e-mail	admin@alanowater.com
Fax:	08 84478122
Mail:	4B Fisher Street, Port Adelaide, SA 5015
In person:	4B Fisher Street, Port Adelaide, SA 5015
Website:	www.alanowater.com

4.2. Commitment to customer enquiries

Alano Utilities will ensure our staffs are equipped with the necessary knowledge and skills to provide quality service to customers.

Our staff will:

- Treat customers in a polite and courteous manner
- Obtain any details necessary to ensure the customer receives the service they require
- Attempt to resolve the matter at the first point of contact
- Make an accurate record of the contact so the matter can be tracked, monitored and reported
- Respond to all enquiries in a timely and efficient manner

5. Complaints and dispute resolution

Alano Utilities welcomes feedback including the lodgement of any complaints you may have as a customer (either property owner or tenant) with our service. It provides us with an opportunity to maintain your confidence and trust as well as improve our customer service.

We consider complaints as an opportunity to better understand dissatisfaction with our service, and provide you with a response in order to arrive at a resolution. It may be related to our products, services, or the complaints handling process itself. If you are dissatisfied with any aspect of our services or products, please contact us so that we can resolve your concerns.

5.1. Alano Utilities commitment to complaints and dispute resolution

We will address customer concerns with a view to resolving issues in a friendly, timely and efficient manner. We will:

- Listen to your concerns
- Identify ourselves
- Ensure that our correspondence has a contact name and telephone number
- Respect your right to privacy
- Provide you with high quality information and advice
- Provide information and guidelines in plain language

When contacting us with a complaint we ask our customers to:

- Treat us with courtesy
- Be honest in all your dealings with us
- Provide us with information when requested to help us address the issue

5.1.1. Complaints Management Guiding Principles

We are committed to following the complaints management guiding principles when handling your complaints:

1. **Visibility** - Information about the 'how and where' to make a complaint is visible to customers, staff and other stakeholders.
2. **Accessibility** - Complainants can easily access the complaints management process and the methods of making complaints will be flexible.
3. **Responsiveness** - All complainants should receive timely acknowledgement that their complaint has been received and best endeavours will be made to provide a response within the required response targets.
4. **Objectivity** - Each complaint will be addressed in an equitable, objective and unbiased manner.
5. **Charges** - No fees will be charged to manage legitimate customer complaints and enquiries.

6. Confidentiality - Personally identifiable complainant information should be available where needed, but only for the purposes of addressing the complaint within Alano Utilities. The complainant's information will be actively protected from disclosure, unless the customer expressly consents to its disclosure.
7. Customer-focused Approach - A customer-focused approach will be adopted and the right for customers to disagree with us will be respected and supported by providing and promoting an accessible, timely, fair and friendly process for the lodgement and management of customer complaints.
8. Accountability – Alano Utilities will ensure that systematic reporting of customer complaints against documented standards and lessons learned is undertaken.
9. Continual Improvement - Analysis of customer complaints will drive improvement in customer service and the complaints handling process.

5.2. How to make a complaint

There are two ways to contact and lodge a complaint with us:

1. *Speak to our Customer Service staff*

If you are dissatisfied with any of our products or services, please contact us on 08 82402733 and discuss your concern with our Customer Service staff. Alternatively, you can speak to us in person at 4B Fisher Street, Port Adelaide, SA 5015.

Our Customer Service Centre staff are able to resolve most of your concerns over the telephone at the first point of contact. If you remain dissatisfied with the outcome, you may request to have your complaint reviewed by a Team Leader or our Customer Feedback Management Unit who will further investigate this matter.

2. *Write to us*

If you prefer, write to us at the following address with the details of your complaint:

4B Fisher Street, Port Adelaide, SA 5015

Alternatively you can send an email to admin@alanowater.com

Upon receipt of your letter or email, we will provide you with a written acknowledgement of your complaint as well as the contact details of the staff member who will be managing your complaint.

5.3. Method of response

We endeavour to resolve all complaints at the first point of contact. However, there are some instances where this is not possible and further investigation may be required. In these instances, we will acknowledge receipt of your complaint within five business days and aim to provide you with a resolution within twenty business days.

Should we be unable to meet the timeframes, we will advise you of our suggested course of action and timeframe, as well as the name of a contact person for any further queries regarding this matter.

As a general rule, we will respond via the same channel as the complaint is received unless advised otherwise.

5.4. Complaint escalation

If you have attempted to resolve your concerns through the above process without resolution, you may escalate your complaint to the Director for further review.

If the matter still cannot be resolved, you will be advised of your option to escalate your grievances to an external dispute resolution body, the Industry Ombudsman an independent, free service available to residential and business customers.

The Energy and Water Ombudsman of South Australia can assist with complaints regarding billing, account payment, connection, supply, marketing and customer service.

Energy and Water Ombudsman SA

Street address: Level 11, 50 Pirie Street, ADELAIDE SA 5000

Postal address: GPO Box 2947, ADELAIDE SA 5001

Telephone: 1800 665 565 (free call)

Facsimile: 1800 665 165 (free fax)

Email: contact@ewosa.com.au

5.5. Complaint recording

Alano Utilities will record and monitor all complaints received from customers for the purposes of monitoring compliance with regulatory service standards but also to assist in improving the experience of our customers.

6. Alano Utilities Customer Charter

Customers requiring more information on the following should refer to our Customer Charter, available on our website:

- Financial hardship information
- Translation and interpreting Services
- Large print requirements

7. Privacy

All personal information that is supplied by a customer will be treated in confidence. Personal information shall only be collected from a customer where it is necessary to assist Alano Utilities with the investigation and resolution of a complaint and/or enquiry.

8. References

1. Australian Standard AS ISO10002 - 2006
2. Alano Utilities Customer Charter
3. Alano Utilities Standard Customer Contract
4. Water Industry Act 2012
5. Water Industry Guideline No. 2 (WG2/01)
6. Water Industry Regulations 2012
7. Water Retail Code – Minor and Intermediate Retailers