



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, consumers and their representatives.

1.3 Objective

Our policy provides a framework for the resolution of complaints received, how we manage complaints and how a complainant can escalate their complaint if they are dissatisfied with the outcome.

2. Policy in detail

2.1 How we will manage your complaint

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, ideally within the first point of contact. By allowing us the opportunity to help resolve your complaint, it will help us enhance future customer service standards and improve our products and services.

We do this 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 to either offer you a solution or explain our intended course of action to resolve your complaint.

To get an update on your complaint, you can email or call us. If your complaint relates to an account, billing or general matter or you are unsure, please contact 13 20 92 Monday to Friday 8am to 5.30pm. If your complaint relates to a service fault, particularly if the fault has gotten worse, please call 13 20 90 24/7.

2.2 How can you escalate your complaint?

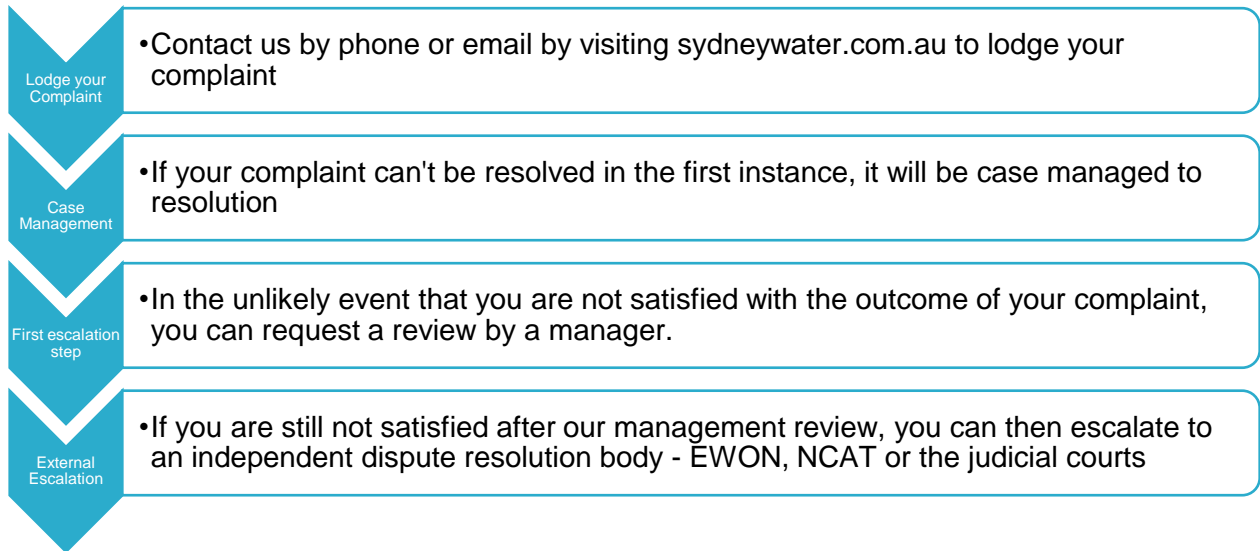
If you're not happy with our solution, you can choose to have the complaint reviewed again by a manager. The manager will review your case to ensure that a fair and just outcome is reached.

As stated in our [Customer Contract](#), we may, at our reasonable discretion, refuse to entertain, respond to or deal with the same complaint again once an outcome has been reached. If new information is presented or circumstances have changed, we will investigate the matter as a new complaint.

If you remain dissatisfied with our response, 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.

2.3 Summary of the complaint process

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



3. Definitions

Term	Definition	Source
Complaint	<ul style="list-style-type: none"> • Australian standard providing guidance on complaint handling within an organisation defines a complaint as: '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.' • 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. 	Australian/New Zealand Standard – Guidelines for complaint management in organizations AS/NZS 10002:2014
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.	Sydney Water
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 EWON website .	Energy & Water Ombudsman NSW
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 NCAT website .	NSW Civil & Administrative Tribunal
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.	Sydney Water