



# Utilities (Electricity, Water, Gas) Customer Complaint Form

We strive to provide you with the highest level of service at all times.

If this has not been the case, or if we have not handled something to your satisfaction, please detail your concern below.

## Your details

Title \_\_\_\_\_ First name \_\_\_\_\_ Surname \_\_\_\_\_

Account holder's name (if different from the above) \_\_\_\_\_

Account number (if available) \_\_\_\_\_

Account address \_\_\_\_\_

Preferred contact phone number \_\_\_\_\_

Email address \_\_\_\_\_

## Category

Please select the box which best reflects the issue:

☐

Billing and accounts

☐

Electricity

☐

Connection, Disconnection, Reconnection

☐

Water

☐

Communications

☐

Gas

☐

Other issue

## The issue

Please tell us clearly where we failed to meet your expectations. Add an extra pages if necessary and attach copies of relevant documents such as letters or bills.

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## Previous contact

Where possible, please provide names and times of discussions held with RIA employees:

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## What was the result of your discussions?

Please provide details of the outcome or further course of action:

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## Your expectation

Please indicate what you would like to see happen to resolve your complaint or improve our service in the future:

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Signature \_\_\_\_\_ Date \_\_\_\_\_

Thank you for your valuable feedback.

Please return this completed form by email to [Utilitiescomplaints@rotnnestisland.com](mailto:Utilitiescomplaints@rotnnestisland.com) or by post to Rottnest Island Authority, PO Box 693, Fremantle WA 6959.

We will provide you with a written acknowledgement within five (5) working days.

In the meantime, should you have any further queries while your complaint is being processed, please do not hesitate to contact us on (+61 8) 9432 9300 for businesses or other occupants or (+61 8) 9372 9731 for visitors.

**For RIA use only**

Date received \_\_\_\_\_ By \_\_\_\_\_

Acknowledgement \_\_\_\_\_

Due date \_\_\_\_\_

Date sent \_\_\_\_\_

Prepared by \_\_\_\_\_

Reply \_\_\_\_\_

Due date \_\_\_\_\_

Date sent \_\_\_\_\_

Prepared by \_\_\_\_\_

In complaints register – name, date:

\_\_\_\_\_