



# Utilities Customer Complaint Procedure

## Description

The Rottnest Island Authority (RIA) and the Facility Management Contractor are committed to handling utility complaints, disputes, and enquiries in a courteous, efficient, and compliant manner.

The complaints and dispute resolution process is designed in line with the:

- [Code of Conduct for the Supply of Electricity to Small Use Customers](#)
- [Water Services Code of Conduct \(Customer Service Standards\) 2024](#)

RIA will:

- Aim to acknowledge written queries or complaints by a customer within ten (10) business days and respond to queries or complaints by addressing the matters within 20 business days.
- Provide information to the customer that will be used to help resolve the complaint.
- Provide the customer with a detailed explanation of the reasons behind the decision making.

RIA may:

- Review the complaint to an RIA Manager or Director if the customer is not satisfied with a decision.

The Customer:

- Has the right to raise the electricity or water complaint with the Energy and Water Ombudsman.
- May refer a complaint regarding a provided or requested water service to the Department of Water.

## For electricity complaints only

A customer may be eligible for a \$20 payment if:

- RIA failed to acknowledge or respond to a query or complaint, either in writing or by phone within ten (10) business days or 15 business days of receiving the query or complaint
- A customer service officer has not contacted the customer to discuss extending the timeframe

A customer may request the retailer to arrange a meter test in accordance with the applicable law.

## Definitions

### Customer Complaint

An expression of dissatisfaction made to the Rottnest Island Authority relating to the provision of its utility products and services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. This includes complaints in relation to billing or credit complaints, quality complaints, customer communications, transfer complaints, and other complaints.

### Type of customer complaints

- **Billing or credit complaints** - billing cycles, contents of a bill, basis of a bill, meter reading/testing, tariffs, undercharging, overcharging, or bill adjustments
- **Transfer complaints** - accounts transferred to new suppliers (N/A on Rottnest Island)
- **Customer communications complaints** - contracts, information provided to customers
- **Water Quality complaints** - water quality, water aesthetics, water pressure or health issues
- **Other complaints** - connection, disconnection, reconnection and all other complaints

## Procedure

### For Emergencies and Faults only:

Programmed Facility Management (PFM)

**Telephone:** (+61 8) 9292 5233 during office hours from 8:30 am to 4:15 pm Monday to Friday, or 1300 044 534 outside of business hours.

### For Rottnest Island businesses and occupant complaints:

Rottnest Island Authority  
PO Box 693  
Fremantle  
WA 6959

**Telephone:** (+61 8) 9432 9300

**Email:** [Utilitiescomplaints@rotnestisland.com](mailto:Utilitiescomplaints@rotnestisland.com)

Complainant to complete Utilities Customer Complaints form available on the [RIA website](#).

### For Rottnest Island Visitors and outside normal business hours:

Visitor Centre Supervisor on duty

**Telephone:** (+61 8) 9372 9731 or in person at the Centre from 8:30 am to 4:15 pm Monday to Friday, or (+61 8) 9372 9728 outside normal business hours

Complainant to complete the Utilities Customer Complaints form on the [RIA website](#).

Complaint forms can be submitted by email or post to the relevant addresses above.

### For complaints that have not been resolved internally in a manner acceptable to the customer:

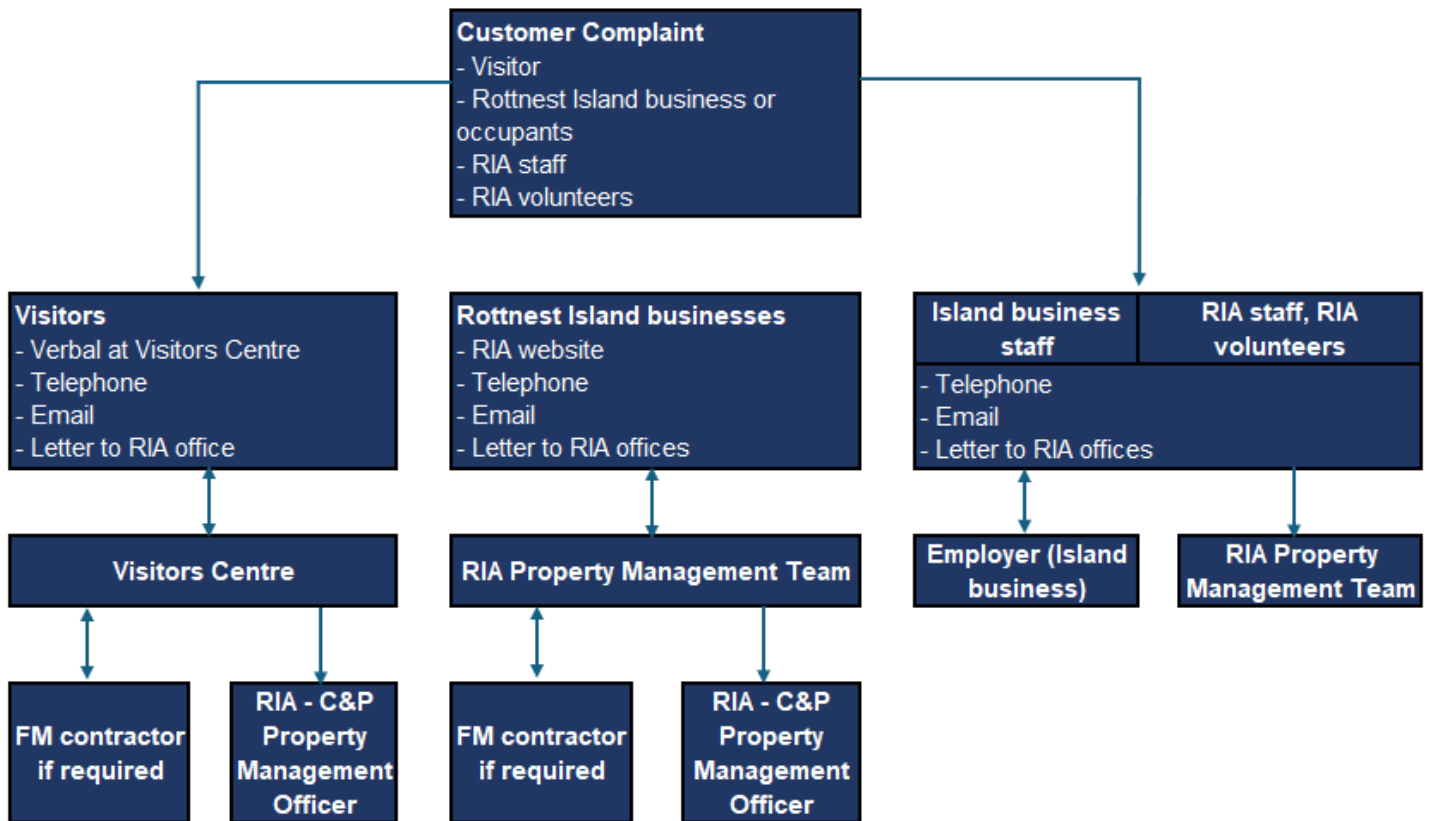
Energy and Water Ombudsman WA	or	Energy and Water Ombudsman WA
2nd Floor, Albert Facey House		PO Box Z5386
469 Wellington Street		St Georges Terrace
Perth WA 6000		Perth WA 6831

**Telephone:** (+61 8) 9220 7588 **Free Call:** 1800 754 004\*

**Email:** [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

\* Calls made from mobile phones will be charged at the applicable rate

## Process diagram



# Procedure

