



## Utilities Customer Complaints Procedure

### Description

The Rottnest Island Authority (RIA) and the Facility Management Contractor are committed to handling utility complaints, disputes and enquires 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](#) and

[Water Services Code of Conduct \(Customer Service Standards\) 2013](#)

- The RIA will aim to acknowledge written queries or complaints by a customer within 10 business days and respond to queries or complaints by addressing the matters within 15 business days.
- Information provided by the customer will be used to help resolve the complaint.
- The customer will be provided with a detailed explanation of the reasons behind the decision making.
- The complaint may be reviewed by a RIA senior employee if the customer is not satisfied with a decision made.
- The customer has the right to raise the electricity or water complaint with the Energy and Water Ombudsman.
- The customer 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:

- The RIA failed to acknowledge or respond to a query or complaint either in writing or by phone within 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 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/credit complaints, quality complaints, marketing complaints, transfer complaints and other complaints.

#### Customer Query

A request by a customer for information about the provision of electricity or water that does not reflect dissatisfaction.

#### Type of customer complaints

Billing/credit complaints:	Billing cycles, Contents of a bill, Basis of a bill, Meter reading/testing, Tariffs, Undercharging/Overcharging, Bill adjustments
Transfer complaints:	Accounts transferred to new suppliers (N/A on Rottnest Island)
Marketing complaints:	Contracts, Information provided to customers
Water Quality complaints:	Water quality, water aesthetics, water pressure, health issues, etc.
Other complaints:	Connection/Disconnection/Reconnection, all other complaints





## Procedure

### **For Emergencies and Faults only:**

Programmed Facility Management (PFM)

Call Centre                      **P:** 08 9292 5233 during office hours (8.30 am - 4.15 pm Monday to Friday), or  
**P:** 1300 044 534 outside of business hours.

### **For Rottnest Island Chamber of Commerce (RICC) and Residential complaints:**

Burgess Rawson(WA) Pty Ltd  
Level 10/225 St Georges Tce.  
PERTH WA 6000

PO Box 7658  
Cloisters Sq. WA 6850

**P:** 08 9288 0288

**E:** [gperry@burgessrawson.com.au](mailto:gperry@burgessrawson.com.au)

Complainant to complete Utilities Customer Complaints form available on RIA website:  
<http://www.ria.wa.gov.au/policy-and-reports/utility-reports>

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

Visitor Centre  
Supervisor on duty

**P:** 08 9372 9731 or in person at the Centre  
**P:** 08 9372 9728 outside normal business hours

Complainant to complete Utilities Customer Complaints form available on RIA website:  
<http://www.ria.wa.gov.au/policy-and-reports/utility-reports>

### **All utilities customer complaints forms can be –**

**e-mailed to:** [Utilitiescomplaints@rotnnestisland.com](mailto:Utilitiescomplaints@rotnnestisland.com)

**mailed to:** Rottnest Island Authority  
PO Box 693  
Fremantle WA 6959

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

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

**P:** 08 9220 7588    **Free Call:** 1800 754 004\*    **E:** [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

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



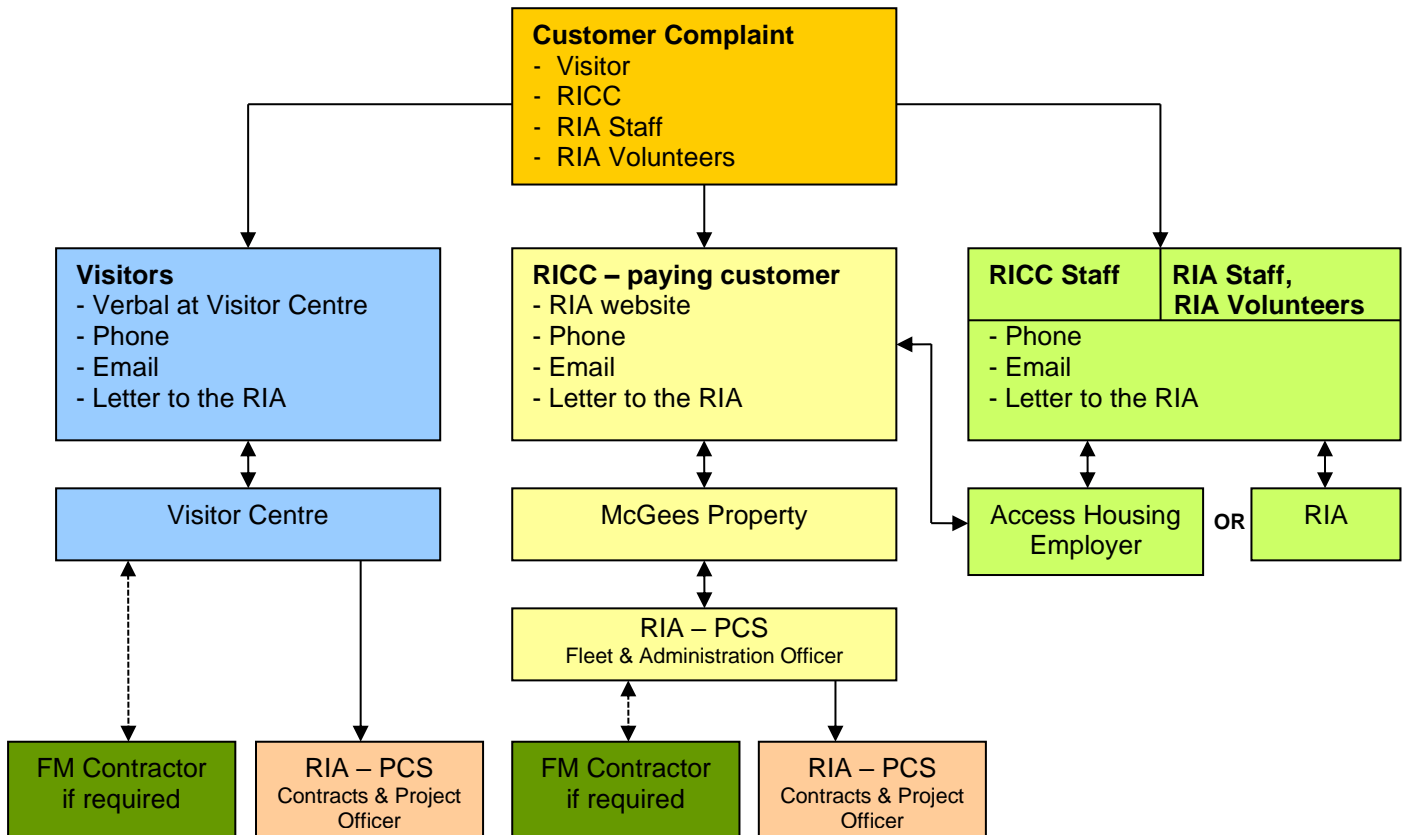
<b>V</b>	<b>Version Description</b>	<b>Created by</b>	<b>Approved by</b>	<b>Issue date</b>
V01	New Utilities Customer Complaints Procedure and Flow Chart	Janett Enke	Tracey Hornsey	04/04/2014

<b>Rev</b>	<b>Revision Description</b>	<b>Revision by</b>	<b>Issue date</b>	<b>Page</b>
V02	Updated website addresses and links	Janett Enke	03/08/2015	1 & 2
V03	Updated compliance requirements	Janett Enke	29/10/2015	1 & 2
V04	Updated compliance requirements	Janett Enke	20/01/2016	1 & 2
V05	Updated website addresses and flow chart	Eamonn Williams	30/3/2020	2 & 5



## Utilities Customer Complaints Flow Chart

### - Process



RIA – Rottnest Island Authority  
 RICC – Rottnest Island Chamber of Commerce  
 PCS – Project & Contracts Services  
 FM – Facilities Management



## Utilities Customer Complaints Flow Chart

### - Procedure

