

Recycled Water Enquiries, Complaints and Dispute Resolution Quick Reference Guide



The City of Charles Sturt is committed to providing outstanding service to consumers, customers and the community connected to our Recycled Water network. We recognise the importance of an effective and efficient process to collect and manage enquiries, complaints and disputes. The following process provides an open, transparent and easy to use avenue of addressing and resolving concerns experienced by our customers and a means of direction for continual improvement of recycled water services and service levels provided by the City.

This document should be read in conjunction with the City's Recycled Water Service Charter, Recycled Water Service Charter – Quick Reference Guide, Recycled Water Enquiries, Complaints and Dispute Resolution Procedures and Recycled Water Supply Agreement documents.

Enquiries

Customers are encouraged to contact Council to request information about the Council's Recycled Water services.

Council provides an online webpage www.charlessturt.sa.gov.au/recycledwater

that contains information on all facets of our Recycled Water services including connections, metering, billing, payment options and quality of our service.

Council will endeavour to answer all enquiries at the first point of contact unless the enquiry requires further investigation. Where an enquiry requires further investigation Council will respond within 3 business days.

Council will provide advice, information, clarification, assistance, explanation or referral about any matter relating to our Recycled Water services and will provide to customers any written information guides relevant to their enquiry at no charge on first request.

If your enquiry relates to financial difficulties in paying your Recycled Water account, please contact Council immediately to discuss your situation. Further information can be found online at www.charlessturt.sa.gov.au/recycledwater

Council provides and encourages the use of interpreter services to facilitate communication with Council on Recycled Water services. Please contact 131 450 to utilise interpreter services when calling Council.


All responses provided by Council will be sent to customers using the same method as used to make the enquiry.

If you are unhappy with the response to your enquiry, you can request the response be reviewed by lodging a Complaint with Council. Council will provide information to you in relation to our Enquiry, Complaints and Dispute Handling Procedure to assist you in lodging a complaint.

Complaints

Council welcomes the opportunity to discuss a person's dissatisfaction with our Recycled Water services, products and service levels. We recognise that a customer's experience can provide an opportunity for Council to improve business processes and increase the level of services provided to the community. Council will take all reasonable steps





to resolve issues in good faith and to provide a fair, equitable outcome for all parties while maintaining privacy and dignity to the complainant during the complaints process.

Complaints can be lodged with Council in various ways, please see the 'Contact Us' section below for your preferred method of contact. When you lodge a complaint with Council in relation to our Recycled Water services we will acknowledge, in writing, receipt of your complaint within 3 days of receipt.

Council will make every effort to resolve your complaint at the first point of contact. However where a complaint requires further investigation and an immediate response is not possible, Council will endeavour to resolve the issue as soon as practicably possible and will provide you with an expected timeframe for response.

Your complaint will be thoroughly investigated and a clearly detailed response will be provided to you. Where appropriate, Council will provide you with referrals to other Council programs or government agencies to assist with your concerns.

If you remain dissatisfied with the outcome or response to your complaint, you can request a review of the outcome or response by lodging a Dispute with Council.

All complaints lodged with Council are tracked, monitored and reported to the Essential Services Commission in compliance with the City's Water Retail Licence obligations under the Water Industry Act 2012 and Water Retail Code.

Disputes

If you remain dissatisfied with the outcome, explanation or decision relating to your complaint, you have the ability for the issue to be reviewed by our Dispute Handling process.

Disputes can be lodged with Council in writing, our addressing information can be found in the 'Contact Us' section of this document.

All disputes will be investigated in accordance with Council's Internal Review of Council Decisions Policy that has been prepared in accordance with section 270 of the Local Governments Act 1999. Information on Council's

Dispute Handling Process can be found online or will be provided by Council on request.

If, at any time, you are dissatisfied with the outcome, explanation or decision following an enquiry, complaint or dispute and following an Internal Review of Council Decision process you have the ability for an independent review of your dispute to be investigated by an external and independent review agency, Energy & Water Industry Ombudsman Scheme. The Energy and Water Industry Ombudsman can be contacted by phone, mail and email. For contact information please see 'Other Contacts'.

All complaints lodged with Council are tracked, monitored and reported to the Essential Services Commission in compliance with the City's Water Retail Licence obligations under the Water Industry Act 2012 and Water Retail Code.



Contact Us

Council's Recycled Water Business Unit can be contacted in a variety of ways, as outlined below

- In person at our Civic office – 72 Woodville Road, Woodville SA 5011
- Over the phone by contacting our offices on 8408 1829
- By email at council@charlessturt.sa.gov.au
- By mail addressed to PO Box 1, Woodville SA 5011
- By fax at 8408 1122
- Online at www.charlessturt.sa.gov.au using our Request, Compliments and Complaints link
- Emergency/After Hours on 8408 1111.



Other Contacts

The Essential Services Commission of South Australia

Level 1, 151 Pirie Street,
ADELAIDE SA 5000
GPO Box 2605,
ADELAIDE SA 5001
Phone: 08 8463 4444
Email: escosa@escosa.sa.gov.au
Web: www.escosa.sa.gov.au

The Energy and Water Ombudsman Scheme

Level 11, 50 Pirie Street
ADELAIDE SA 5000
GPO Box 2947,
ADELAIDE SA 5001
Phone: 1800 665 565
Fax: 1 800 665 165
Email: contact@ewosa.com.au
Web: www.ewosa.com.au

Department of Community and Social Inclusion – Concessions

GPO Box 292
ADELAIDE SA 5001
Phone: 08 8226 8800
Fax: 08 8413 9002
Email: enquiries@dcsi.sa.gov.au
Web: www.dcsi.sa.gov.au/concessions