

COMPLAINTS POLICY

1. Introduction

Cradle Mountain Water is serious about delivering high quality customer service. As such, the corporation welcomes feedback, including complaints. These comments will be used to review practices or policies, improve performance or assist staff to explain things more clearly in the future.

2. Making a complaint

If a customer has a complaint, the customer should first contact the customer service team at Cradle Mountain Water. Complaints are accepted in person, by phone, email, in writing and on our website.

Telephone: 13MYWATER or 13 6992

Office Address: 162 Pumping Station Road,
FORTH TAS 7310

Postal Address: PO Box 3147DC
ULVERSTONE TAS 7315

Email: enquiries@cmwater.com.au

Internet: www.cradlemountainwater.com.au

The customer will be given prompt, courteous service and will be told the name of the person who is handling the complaint.

3. Resolving the complaint

Cradle Mountain Water is committed to resolving complaints directly with the customer and to reaching a fair and reasonable resolution in a timely manner. The aim is to resolve each complaint within 10 business days.

In the case of a complex enquiry or complaint, where it may take a little longer to investigate a concern, Cradle Mountain Water will provide an initial response including the proposed date for responding to the substance of the query.

All responses will outline the details of the complaint, the proposed actions, timelines and reasons for the decision, including any details of the legislative or policy basis for the decision (as appropriate).

4. Complaints review

If a customer is not satisfied with Cradle Mountain Water's response to a complaint, they may have the complaint referred to the Executive Manager Corporate Services.

If the customer is still not satisfied with the response, they may request that an executive manager review the complaint. The manager will ensure that the complaint has been properly investigated and that the final decision has taken into account the customer's rights and obligations.

In response, Cradle Mountain Water will inform the customer of:

- Cradle Mountain Water's conclusions and the reason for those conclusions, including details as to the legislative or policy basis for the conclusions, if appropriate.
- If the customer is still not satisfied with the response, they will be provided with contact details for Ombudsman Tasmania or any other appropriate external dispute resolution forum.

5. Account disputes

If the complaint involves a dispute over an amount of money to be paid by a customer, Ben Lomond Water will not seek this amount from the customer until the dispute has been resolved. The customer must pay any other amount owed to Cradle Mountain Water by the customer, which does not directly relate to the dispute.

6. When a complaint may be considered to be resolved

A complaint may be considered to be resolved if:

- Cradle Mountain Water has informed the customer of its decision on the customer's complaint and the outcome of any review, and 10 (ten) working days have passed during which time the customer has not:
- Sought further review
- Lodged a claim with the Tasmanian Ombudsman
- The customer has lodged a claim with the Tasmanian Ombudsman, and the complaint has been finalised by the Ombudsman.

7. Complaints by Cradle Mountain Water

If Cradle Mountain Water believes a customer has failed to perform their obligations described in the Customer Charter, Cradle Mountain Water will attempt to resolve the dispute directly with the customer.

If, after doing so, Cradle Mountain Water still believes the customer is in breach of their obligations in the Charter, they may take legal action.

Approved by the Board on 6/05/2010

Signed: 

Andrew Kneebone
Chief Executive Officer