

Managing Customer Contacts (including complaints)

Our Promise

North East Water aims to provide consistent and high quality service to all of our customers.

In order to achieve this, customer service standards are in place to ensure that both our expectations and those of our customers are understood when contact is made.

North East Water strives to achieve these standards in all cases.

Customer contacts and requests are logged and recorded when they are received by us and monitored to ensure closure.

For customers who are not satisfied that a request has been addressed appropriately, a complaints process is available.

How can you contact us or lodge a complaint?

You can contact North East Water regarding the matter you are concerned about through a variety of means:

- Phone: call our Customer Contact Centre on 1300 361 633;
- Mail: PO Box 863 Wodonga VIC 3690
- Email: info@newater.com.au

What can you expect after you contact us?

North East Water will address the matter you have raised within 10 business days. In order for us to do this we may need to contact you for further details or to improve our understanding of the matter.

If a detailed investigation is required and we are unable to complete this within 10 business days we will contact you and agree a response time with you.

The response we provide will include the findings from our review and the reasons why we have arrived at the outcome.

Once we provide you with a response we will wait 10 days before we finalise the matter. This is to provide you with time to let us know if you have concerns with the outcome.

What can you do if you do not agree with the response provided?

North East Water is committed to working with our customers to achieve positive resolutions.

Any assessment undertaken by staff at North East Water will be objective and transparent and we will ensure that all our customers are treated with dignity and respect throughout the process.

If you are not initially satisfied with the response to your contact, you can continue to work with the staff member dealing with your original request or you can request a review of the issue by the Executive Manager Customer and Community. You can do this by phoning our Customer Contact Centre on 1300 361 633.

If you are still not happy with the result, or you would prefer the issue to be reviewed externally, you may contact the Energy and Water Ombudsman Victoria (EWOV) on 1800 500 509 for assistance.

Do you have any questions?

Our Customer Contact Centre will be pleased to answer any further questions about this process.

Please call our friendly staff on 1300 361 633 who will assist you with your additional queries.