



Code of Practice for Customer Complaints

July 2011

Purpose

The purpose of the Code of Practice is to describe the process that AquaNet will use to respond to complaints.

Scope

This Code of Practice applies to all complaints from AquaNet recycled water customers, landowners or members of the community affected by AquaNet's recycled water assets.

This Code of Practice applies to complaints regarding any AquaNet activity, recycled water quality or AquaNet's complaint handling process.

Code of Practice

AquaNet aims to respond to any complaint in a prompt, efficient, objective and fair manner and to make all reasonable efforts to resolve the complaint to your satisfaction.

If you have a complaint with any aspect of AquaNet's service or facilities, please contact us and we will aim to resolve your concern as quickly as we can.

AquaNet welcomes customer and community input as it helps us to identify problems and improve our operations.

AquaNet Contact details

You may contact AquaNet in the following ways:

Customer/Community Contact Line - 1800 118 835 (24 hour / free call)

Postal Address

Jemena Asset Management Pty Ltd
Rosehill Recycled Water Scheme
Reply Paid 6507 SILVERWATER NSW 1811

E-mail - rosehill@jemena.com.au

Complaint Handling Procedure

All comments or complaints received will be acknowledged promptly and logged using Consultation Manager software.

The complaint will be investigated and tracked, and communication with the person making the complaint will be maintained until the complaint is resolved.

Our aim is to resolve your problem as quickly as we can. If it cannot be resolved immediately, we will provide an initial response within:

- 2 working days if you have phoned or spoken directly to us, or
- 5 working days if you have written to us or sent us an email.

More complex problems may need to be looked into further and AquaNet will attempt to resolve your complaint within 28 days of initial contact. During this time we may contact you for further information or you can contact us for an update.

AquaNet will ensure protection of confidential and personal information in receiving and resolving complaints through compliance with its Privacy Policy which is available on the AquaNet website.

Resources, Training and Continual Improvement

AquaNet will respond to complaints with its own resources and has access to Jemena's specialist Stakeholder Relations team for training in complaint handling procedures and as an additional resource if required.

AquaNet will ensure that complaints are handled by appropriately trained people and that the complaints handling process is adequately resourced.

AquaNet has access to detailed reports on complaints and how they were resolved and AquaNet senior management will use these reports to review and continually improve the complaint handling process where necessary.

Escalation

If your complaint cannot be resolved to your satisfaction you can ask for reconsideration by a higher level of AquaNet management.

If you are still dissatisfied with the outcome, you have the right raise your concerns with the Energy and Water Ombudsman of NSW (EWON) for external review. This option is available to you at any time after first lodging your complaint with AquaNet.

Contact EWON on 1800 246 545 or at www.ewon.com.au