

nhulunbuy corporation



UTILITY COMPLAINTS AND DISPUTE RESOLUTION POLICY **POLICY – FM13**

Title	Utility Complaints and Dispute Resolution Policy
Policy number	FM13
Type	Corporate Services
Owner	Chief Executive Officer
Responsible Officer	Manager Corporate Services
Approval date	October 2024
Review date	October 2027

1. Purpose

Nhulunbuy Corporation Limited (NC) are committed to providing customers with quality electricity, water and sewerage services, while providing a great customer experience.

This policy establishes the framework and criteria for when customers raise a utility complaint.

2. Scope

The policy defines the means by which the NC will handle utility feedback and complaints in a responsive way and to use the information received as an opportunity to improve organisational processes and decision making resulting in improved administrative practices and enhanced customer satisfaction.

3. Definitions

Appropriate Channel means the utility complaint is received via the Nhulunbuy Corporation's Snap Send Solve Portal, in person, in writing, via the post or by email. An appropriate channel does not include comments made on social media platforms.

CEO means the Chief Executive Officer of the NC.

Complaint means a statement that something is unsatisfactory or unacceptable.

MCS means the Manager Corporate Services of the NC.

NC means the Nhulunbuy Corporation Limited and its employees.

4. Complaint Investigation

A customer may lodge a utility complaint through an appropriate channel to the NC.

Customers have a right to lodge utility complaints and expect that they will be afforded a fair and impartial assessment of their utility complaints.

The NC will ensure that it:

- Applies the principles of natural justice and procedural fairness to complaints
- Deals with feedback impartially
- Handles feedback confidentially
- Is open about the complaint process
- Keeps customers advised of complaint progress, and
- Gives customers the opportunity to respond and to seek external review.

For NC to investigate a utility complaint, the below minimum information is required from the customer:

- Clearly identify the issues of the complaint and include any relevant supporting information, documents or evidence.
- Advise as to what outcome the customer is hoping to receive.

5. How Complaints are Handled

On receipt of a utility complaint, NC will:

- Handle the complaint in a professional, efficient and fair manner, with empathy and respect.
- Acknowledge the complaint and provide the customer with an acknowledgement within 2 business days.
- Provide the customer with updates through their preferred communication method on the status of their complaint as the investigations occur.
- Take necessary actions to resolve the customer complaint as soon as reasonably practical, with all endeavours made to finalise your complaint within 10 business days.
- Provide the customer with an outcome of their complaint, confirming agreed actions that have or will be taken to resolve the complaint, and the reasons for the final decision.

6. What Happens if a Customer is Not Satisfied with the Outcome of a Complaint

If the customer is not satisfied with the initial outcome of their complaint, they may request that their matter is escalated for review.

Complaints will only be officially closed once the customer has either expressed satisfaction with the outcome of the investigation or when all reasonable steps have been taken to try to resolve the matter to both the customers and NCs satisfaction.

If the customer is still not satisfied with the outcome of a utility complaint, they have the right to escalate their complaint to NT Consumer Affairs. NT Consumer Affairs can assist with disputes relating to purchases of consumer products and services via their consumer conciliation dispute resolution process.

A customer can escalate their complaint to the NT Consumer Affairs through any of the following methods.

Online: <https://consumeraffairs.nt.gov.au/>

Email: consumer@nt.gov.au

Post: Consumer Affairs - Darwin
PO Box 40946
Casuarina NT 0811

Phone: [08 8999 1999](tel:089991999)

7. Guaranteed Service Levels

Where obligated, NC are committed to meeting the guaranteed service levels (GSL) set out in the RTA Gove Pty Limited Licence Exemption, Schedule 2. In instances where these levels are not met, eligible customers may be entitled to a GSL payment which will be applied to their account.

8. Review Process

This policy will be reviewed three years after its adoption.

Date 15 November 2024	Director (Name) Andres Hoffman	Signature <i>Andres Hoffman</i>
Chief Executive Officer (Name) Shane Whitten		Signature <i>Shane Whitten</i>