

City of Salisbury:
Salisbury Water
Recycled Water Supply Service

Customer Enquiry, Complaint and Dispute Resolution Procedures

Updated November 2020



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1. Definitions

Acronym	Definition
business day	a day that is not a Saturday, a Sunday or a public holiday in the State of South Australia
complaint	An expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected
customer	The beneficiary of a product or service supplied by the licensee. A Beneficiary can be an organisation or a person
enquiry	A request for information (which requires further investigation) received from a customer or their representative via the nominated enquiry channels
ESCOSA	Essential Services Commission of South Australia
first point of contact	The employee, company contractor or agent who first received the customer complaint, compliment or suggestion
investigation	An investigation is required if: <ul style="list-style-type: none"> a) A response cannot be provided to a customer based on information that is available to us at the time b) An inspection of the property is required c) A complaint is received about the behaviour of a staff member or a complaint about a contractor
regulatory service standards	Timeframes for response to complaints as determined by ESCOSA from time to time
Salisbury Water	A business unit of the City of Salisbury which provides a recycled water supply service
suggestion	Advice, recommendation or comment from a customer that proposes to lead to some improvement in the City of Salisbury’s ability to deliver a higher level of customer service

2. Introduction

The City of Salisbury was issued with a water retail licence for the sale and supply of recycled water services on the 18 January 2013. This service is known as Salisbury Water. The Water Retail Code – Minor and Intermediate Retailers sets out requirements we must comply with in relation to the provision of our water services.

More information on these requirements can be found in our Salisbury Water Customer Charter at www.salisbury.sa.gov.au

3. Purpose

This document outlines our customer enquiry, complaints and dispute resolution processes detailing the requirements for recording, managing and responding to enquiries and complaints received in relation to its recycled water service known as Salisbury Water, and the escalation process. This document should be read in conjunction with our Salisbury Water Customer Charter and other policies where specified.

This process applies to all Salisbury Water enquiries and complaints received from external customers and consumers via telephone, in writing, in person or electronically.

The process ensures that customers are fully aware of the channels available to them to raise queries or complaints about our Salisbury Water service. It also ensures that accurate information is collected and can be used to analyse trends and areas for improvement.

This document is reviewed periodically and may be subject to change.

Note: Customer enquiries, comments and complaints relating to other services provided by the City of Salisbury will be managed in accordance with the City of Salisbury Customer Compliments, Comments and Complaints Handling Procedures.

4. Customer enquiries

The City of Salisbury's Salisbury Water Business Unit will:

1. Ensure enquiries, complaints and dispute resolution is available to our customers via:
 - a. telephone
 - b. e-mail
 - c. written correspondence
 - d. website
 - e. in person
2. Provide a source of customer-related information as directed by the Water Retail Code including our Salisbury Water Customer Charter and Salisbury Water Standard Customer Contract
3. Provide early resolution of customer enquiries and complaints and resolve matters at the first point of contact where possible
4. Manage customer requirements by providing relevant information and meeting service standards related to enquiry and complaint responsiveness
5. Ensure customer enquiries and complaints are dealt with in a fair reasonable and timely manner
6. Assist customers who may require an interpreter service by referral to the relevant body

4.1. How can I contact the City of Salisbury?

You can contact the City of Salisbury on the following phone number(s), between 8.30am and 5.00pm weekdays (excluding public holidays) to discuss various matters as listed below.

1. General Enquiries P: (08) 8406 8222
 - Accounts
 - Meter readings and water use
 - Change of name and/or address
 - Payment arrangements and options available
 - Hardship and difficulties in paying bills
 - Complaints, compliments and suggestions
 - Registration of Special Needs Customers
 - Availability of any relevant Government concession, grant or rebate schemes

2. Service faults and emergencies (24 hours) P: (08) 8406 8222
 - Water supply, water quality
 - Leaking or faulty Salisbury Water meter

3. Connection enquiries P: (08) 8406 8222
 - Applications for connections
 - Availability of services
 - The connection and supply to a supply address

4. Dial Before You Dig P: 1100
www.1100.com.au

You can also contact the City of Salisbury in a variety of other way.

Enquiries e-mail	city@salisbury.sa.gov.au
Fax:	(08) 8281 5466
Mail:	City of Salisbury, PO Box 8, Salisbury SA 5108
In person:	34 Church Street, Salisbury
Website:	www.salisbury.sa.gov.au

4.2. Commitment to customer enquiries

The City of Salisbury will ensure our staff are equipped with the necessary knowledge and skills to provide quality service to customers.

Our staff will:

- Treat customers in a polite and courteous manner
- Obtain any details necessary to ensure the customer receives the service they require
- Attempt to resolve the matter at the first point of contact
- Make an accurate record of the contact so the matter can be tracked, monitored and reported
- Respond to all enquiries in a timely and efficient manner

5. Complaints and dispute resolution

The City of Salisbury welcomes feedback including the lodgement of any complaints you may have as a customer (either property owner or tenant) with our service. It provides us with an opportunity to maintain your confidence and trust as well as improve our customer service.

We consider complaints as an opportunity to better understand dissatisfaction with our service, and provide you with a response in order to arrive at a resolution. It may be related to our products, services, or the complaints handling process itself. If you are dissatisfied with any aspect of our services or products, please contact us so that we can resolve your concerns.

5.1. The City of Salisbury's commitment to complaints and dispute resolution

We will address customer concerns with a view to resolving issues in a friendly, timely and efficient manner. We will:

- Listen to your concerns
- Identify ourselves
- Ensure that our correspondence has a contact name and telephone number
- Respect your right to privacy
- Provide you with high quality information and advice
- Provide information and guidelines in plain language

When contacting us with a complaint we ask our customers to:

- Treat us with courtesy
- Be honest in all your dealings with us
- Provide us with information when requested to help us address the issue

5.1.1. Complaints Management Guiding Principles

We are committed to following the complaints management guiding principles when handling your complaints:

1. **Visibility** - Information about the 'how and where' to make a complaint is visible to customers, staff and other stakeholders.
2. **Accessibility** - Complainants can easily access the complaints management process and the methods of making complaints will be flexible.
3. **Responsiveness** - All complainants should receive timely acknowledgement that their complaint has been received and best endeavours will be made to provide a response within the required response targets.
4. **Objectivity** - Each complaint will be addressed in an equitable, objective and unbiased manner.
5. **Charges** - No fees will be charged to manage legitimate customer complaints and enquiries.
6. **Confidentiality** - Personally identifiable complainant information should be available where needed, but only for the purposes of addressing the complaint within the City of Salisbury. The complainant's information will be actively protected from disclosure, unless the customer expressly consents to its disclosure.

7. Customer-focused Approach - A customer-focused approach will be adopted and the right for customers to disagree with us will be respected and supported by providing and promoting an accessible, timely, fair and friendly process for the lodgement and management of customer complaints.
8. Accountability – The City of Salisbury will ensure that systematic reporting of customer complaints against documented standards and lessons learned is undertaken.
9. Continual Improvement - Analysis of customer complaints will drive improvement in customer service and the complaints handling process.

5.2. How to make a complaint

There are two ways to contact and lodge a complaint with us:

1. *Speak to our Customer Service staff*

If you are dissatisfied with any of our products or services, please contact the City of Salisbury Customer Centre on 8406 8222 and discuss your concern with our Customer Service staff, or ask to be put through to a Salisbury Water representative. Alternatively, you can speak to us in person at 34 Church Street, Salisbury.

Our Customer Service Centre staff are able to resolve most of your concerns over the telephone at the first point of contact. If you remain dissatisfied with the outcome, you may request to have your complaint reviewed by the Manager, Salisbury Water.

2. *Write to us*

If you prefer, write to us at the following address with the details of your complaint:

Salisbury Water
C:/City of Salisbury, PO Box 8, Salisbury SA 5108

Alternatively you can send an email to city@salisbury.sa.gov.au

Or visit our website www.salisbury.sa.gov.au and fill in the Compliments, Comments and Complaints online form.

Upon receipt of your letter or email, we will provide you with a written acknowledgement of your complaint as well as the contact details of the staff member who will be managing your complaint.

5.3. Method of response

We endeavour to resolve all complaints at the first point of contact. However, there are some instances where this is not possible and further investigation may be required. In these instances, we will acknowledge receipt of your complaint within three business days and aim to provide you with a resolution within ten business days.

Should we be unable to meet the timeframes, we will advise you of our suggested course of action and timeframe, as well as the name of a contact person for any further queries regarding this matter.

As a general rule, we will respond via the same channel as the complaint is received unless advised otherwise.

5.4. Complaint escalation

If you have attempted to resolve your concerns through the above process without resolution, you may escalate your complaint to the Manager Salisbury Water, General Manager Business Excellence or the Chief Executive Officer for further review.

If the matter still cannot be resolved, you will be advised of your option to escalate your grievances to an external dispute resolution body (Ombudsman SA) - an independent, free service available to residential and business customers.

Ombudsman SA can assist with concerns regarding the City of Salisbury's processes used to make decisions and determine if they are fair, reasonable and lawful.

Contact details are:

Ombudsman SA

Street address: Level 8/95 Grenfell Street, ADELAIDE SA 5000

Postal address: PO Box 3651, RUNDLE MALL SA 5000

Telephone: 08 8226 8699

Toll free: 1800 182 150 (outside metro SA only)

Facsimile: 08 226 8602

Email: ombudsman@ombudsman.sa.gov.au

5.5. Complaint recording

The City of Salisbury will record and monitor all complaints received from Salisbury Water customers for the purposes of monitoring compliance with regulatory service standards but also to assist in improving the experience of our customers.

6. Salisbury Water Customer Charter

Customers requiring more information on the following should refer to our Customer Charter, available on our website or contact us on 8406 8222:

- Financial hardship information
- Translation and interpreting Services
- Large print requirements

7. Privacy

All personal information that is supplied by a customer will be treated in confidence. Personal information shall only be collected from a customer where it is necessary to assist the City of Salisbury with the investigation and resolution of a Salisbury Water related complaint and/or enquiry.

8. References

1. Australian Standard AS ISO10002 - 2006
2. Salisbury Water Customer Charter
3. Salisbury Water Standard Customer Contract
4. Water Industry Act 2012
5. Water Industry Guideline No. 3 (WG3/04)
6. Water Industry Regulations 2012
7. Water Retail Code – Minor and Intermediate Retailers