

1. Purpose

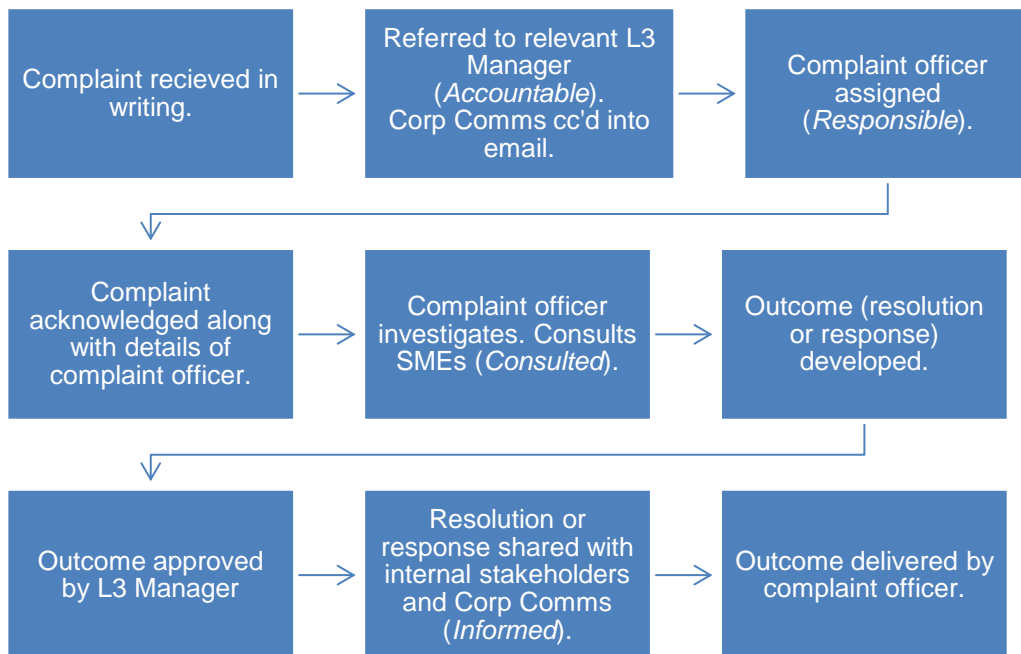
This work instruction sets out the process for managing Seqwater customer complaints. This procedure should be executed in accordance with the Customer Relationship Management (CRM) Policy [POL-00049](#)

2. Scope

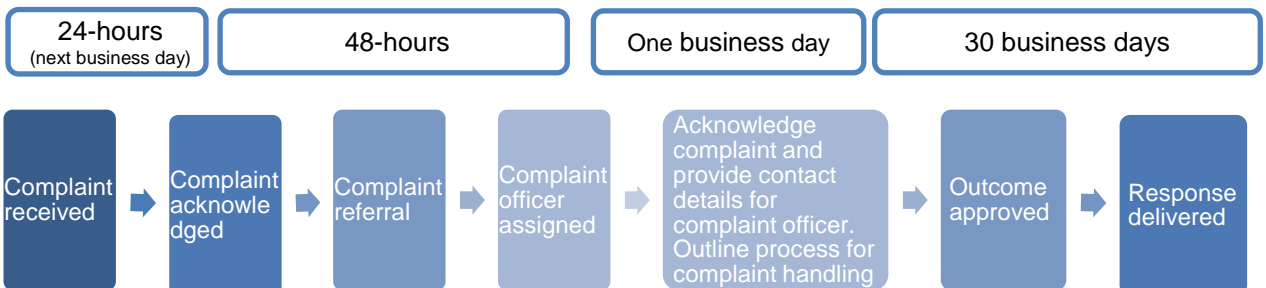
This work instruction applies to all Seqwater employees, contractors and consultants who interact with customers as a part of their role.

3. Process

Complaint process overview



Timeframes



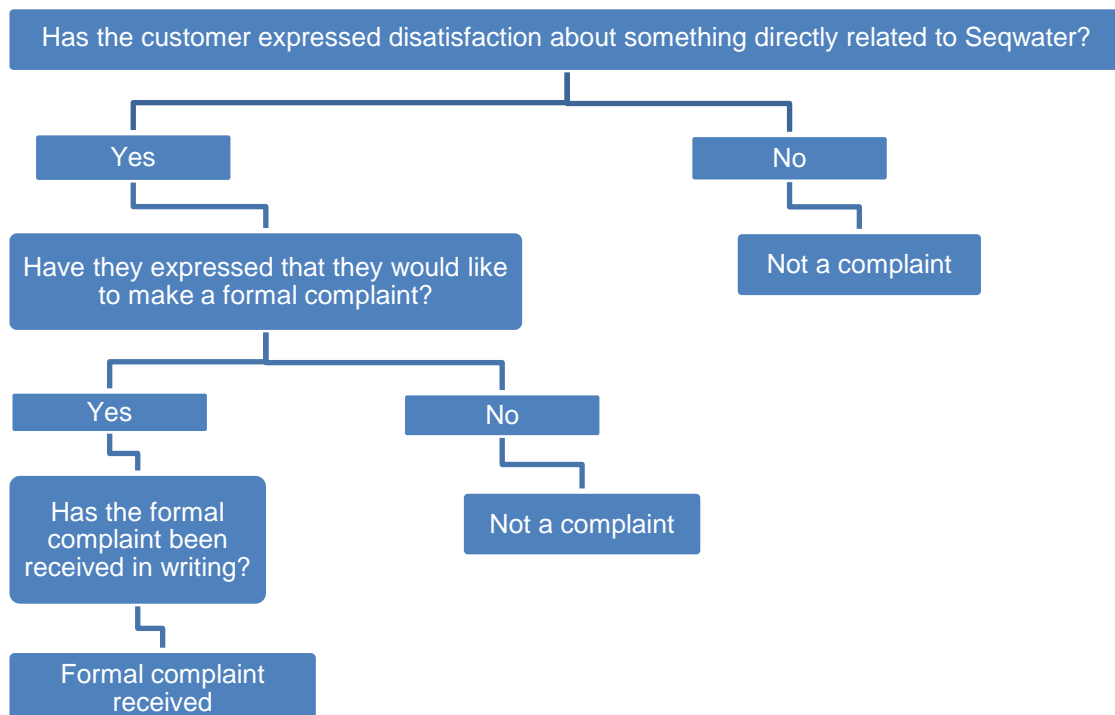
Complaints should be resolved or responded to within 30 business days of the acknowledgement of the complaint. If the complaint is going to take longer than 30 business days to resolve or respond to, the complainant should be advised of why and provided with fortnightly progress updates. If the complaint can be resolved within a working week, notice of the outcome of the investigation and the acknowledgement can be combined for operational efficiency.

Identifying a complaint

A complaint is a verbal or written expression of dissatisfaction about a policy, procedure, service, conduct, or product provided by Seqwater, its staff and contactors. A complaint becomes formalised where the complainant advises that they would like to make a formal complaint, and does so in writing. Anonymous complaints will be accepted based on assessment by a L3 Manager. If you require assistance identifying a complaint, contact the CRM team via corporatecommunications@seqwater.com.au

The following items do not constitute a formalised complaint:

- Negative off-hand comments and vexatious complaints
- Complaints about other organisations or legislation
- Complaints about matters outside of Seqwater’s control.



Receiving a complaint

When receiving a complaint:

- Be courteous.
- Assess if there is an easy or quick solution to the problem, but do not commit to a resolution unless you are sure it can be delivered.
- Identify if the potential complainant has attempted to resolve their issue and ask them specifically if they would like to make a formal complaint.
- If a person indicates that they would like to make a complaint, but needs help to do so, reasonable assistance should be provided.
- Advise the complainant that all complaints must be in writing, if they are to be formally investigated.
- Take a full name and contact details.
- Refer the complaint and complainant details immediately, via email to the relevant L3 Manager, for them to assign to a complaint officer. Copy corporatecommunications@seqwater.com.au into the email.
- The complaint officer is responsible for ensuring the item is recorded in the customer relationship management database.
- If you require assistance when receiving a complaint, contact the CRM team on corporatecommunications@seqwater.com.au.

Assigning a complaint officer

L3 Managers will assign complainants with a dedicated complaints officer from their own direct reports. This person must be assigned within two business days and will act as the key contact for the complainant, until the resolution of their complaint. The complaint officer will objectively assess and investigate the complaint and develop a response or resolution

Acknowledging a complaint

Receipt of all formal complaints is to be acknowledged within three business days, regardless of the method of delivery. The assigned complaint officer should contact the complainant to acknowledge the complaint, provide information about the complaints handling process and provide their contact details. The acknowledgement should also outline Seqwater's expected response timeframes.

Record keeping

The complainant's details, the complaint and all subsequent interactions with the complainant are to be recorded in the CRM database. Contact the Community Relations team on corporatecommunications@seqwater.com.au if you need assistance or access.

Prepare a response to the complaint and file in TRIM. Use folder F15/117 2015 – Customer Complaints and follow TRIM filing conventions.

- Record complaint and complainant details in customer database (Consultation Manager)
- Record conversation and investigation notes in the customer database
- Record a draft response or possible resolution in TRIM
- Record the final response in TRIM
- Record the delivery of the final response in the customer database.

Investigating a complaint

When investigating a complaint:

- Be objective.
- Ensure Seqwater has the authority to investigate the complaint.
- Ensure you investigate the complaint in accordance with all relevant Seqwater policies and procedures.
- Consider if there are any conflicts of interest and seek advice from your L3 Manager.
- Gather all relevant information.
- If there are items which you think are irrelevant to the actual issue, record why you think these are irrelevant.
- Meet with your L3 Manager regularly to discuss resolution or response challenges throughout your investigation.

Resolution or response?

Complaint resolution occurs where Seqwater can remove or reduce the impact of an issue or concern the complainant has. This occurs where the complaint officer can identify specific action for Seqwater employees, contractors or consultants to take.

However, Seqwater may not have capacity to resolve all complaints. In these cases, a response is required, to explain Seqwater's position and why a resolution cannot be provided.

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Close out

To close out the complaint, the complainant should be advised of the outcome in writing. Where the complainant is likely to be significantly dissatisfied with the outcome, the complaint officer should provide a courtesy call to explain the result and answer any questions. This is also an opportunity for the complaint officer to advise of the review process.

Complaint withdrawal

Complaints can be withdrawn at any time. Withdrawal details must be recorded in Seqwater’s stakeholder database. Seqwater may choose to continue to investigate if the issue is of a systematic or operational nature, or includes allegations of professional misconduct.

Ability to investigate

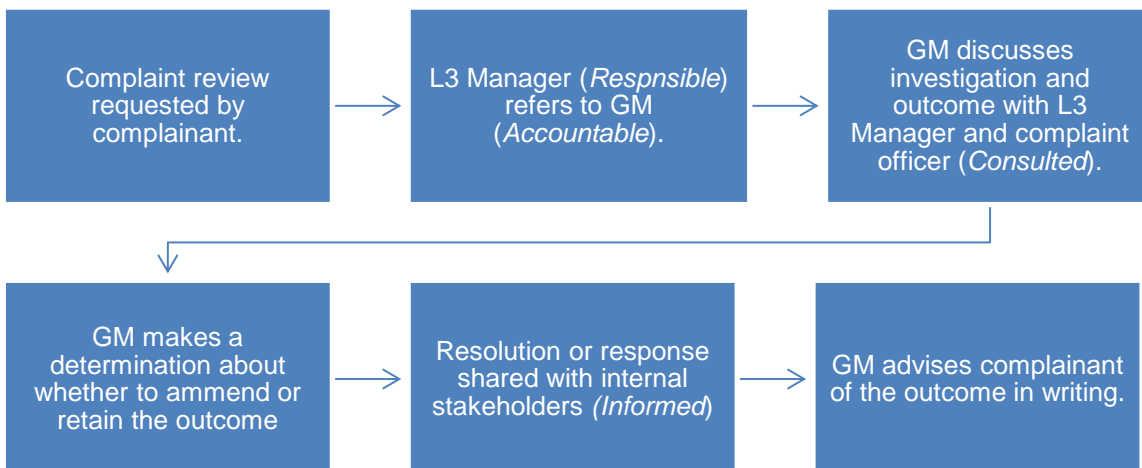
Seqwater may not be able to investigate a complaint if it is reported 12-months or more, after the incident. However, Seqwater will make reasonable efforts to investigate complaints, where possible. Details of these efforts must be provided to the complainant.

4. Review

Customers can request a review if they are unhappy with Seqwater’s response to the complaint. This request must be received in writing.

The complaint review process requires General Manager review of the complaint investigation. The General Manager can choose to amend or retain the complaint resolution or response.

Details of the review process are to be recorded in the CRM database and TRIM Customer Complaints folder.



If the complainant is dissatisfied with the outcome of the internal review, they can contact the Queensland Ombudsman or the Energy and Water Ombudsman for independent review of the complaint and resolution.

5. Reporting

Seqwater is required to report on the number of complaints received by 30 September each year. As a part of this reporting, Seqwater is also required to advise the number of complaints resulting in further action (resolution complaints) and the number not resulting in any action (response complaints).

All complaints will be recorded in customer database (Consultation Manager) for publishing in accordance with the Public Service Act.

Received complaints should be recorded in the customer database as a 'complaint' for reporting purposes. Please refer to the Consultation Manager User Manual ([MAN-00309](#)) For assistance, contact corporatecommunications@seqwater.com.au

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