



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

Making a complaint

Before you bring a complaint to us, you must give your provider the chance to resolve it first. This is because:

- we charge providers a fee to resolve each complaint that comes to us about them
- it is not fair to charge providers this fee if they did not first have the chance to resolve the complaint without us.

Working with us to resolve complaints

We resolve complaints by working with you and your provider to reach a resolution that is fair to both of you.

You must help us with this process.

Agents

You can choose someone else to help us if you don't want to do it yourself. This person can be a friend or family member.

If you want to do this, you must give us your permission to deal with this person as if they were you. This person will be your agent.

You can give your permission by phone or by filling in our online [Authority to Act form](#).

Interpreters



You can use an interpreter to help you work with us.

Call 131 450.

National relay service

To use this service call 133 677.

Before you bring your complaint to us

1. Decide if you want to use an interpreter or an agent.
2. Make sure you or your agent are ready to tell us:
 - your contact details including your address and daytime phone number
 - the name of your provider
 - your account number
 - the address of the property
 - your meter number
 - what the problem is
 - how you want your provider to fix the problem.

It will help you or your agent to write this down before calling us.

3. If your complaint is about your bill, have your bill handy and be ready to tell us why you think it is wrong.
4. Get a pen and paper ready so you can write down the details of your call with us.
5. Be ready to keep copies of your notes and all the written communication you have with us and your provider.

When you call

1. Allow 15-20 minutes to talk with us so we can get all the information we need to help you.
If you cannot give us all the information when you call, we may ask you to call back when you have it.
2. Be polite and calm, even if you are feeling upset.
We know this is hard to do, but it will help us help you.
3. Tell us what the problem is and how you want your provider to fix it.
4. Answer all our questions, even if you don't think they are useful.
5. Write down the details of the call, including:
 - the date and time
 - the name of the person you spoke to
 - any reference numbers we give you.

After you call

The way we manage your complaint depends on:

- what your complaint is about
- the action you have taken
- the action your provider has taken
- the level of help you need.

We will first refer your complaint to a senior person at your provider.

When we do this, your provider must:

- put your account on hold
- keep your supply connected and unrestricted
- work with you to resolve your complaint within 20 business days
- stop sending any reminder notices or taking any collection activity while they are working with you.

Next steps

If your complaint is not resolved or you are not satisfied with your resolution, tell us.

We will look at all the information you give us and decide if:

- we can escalate your complaint to a higher level and keep working with you and your provider to resolve it
- we cannot help you anymore because we think the resolution you already have is fair and reasonable.

Reviews

If you are not satisfied with your resolution or don't understand something, you can also ask us for a review or explanation.

More help

See our fact sheets:

- *Making a complaint*
- *Talking to your provider about your complaint.*

We also have lots of useful information on our website at www.ewosa.com.au.