

# How complaints are handled

At Power and Water an important part of our business is receiving customer feedback, whether it be a compliment or complaint, to improve our level of customer service and ensure we provide high quality services.

Under the Northern Territory's *Power and Water Corporation Act* we have an obligation to report against complaints each year to the Utilities Commission.

We use the Australian Standards (AS ISO 10002-2006) to define a complaint:

*“An expression of dissatisfaction made to an organisation, related to its products, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.”*

A complaint can either be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by Power and Water, its employees or contractors.

Complaints can be received in person, by mail, fax, phone, email and/or customer feedback forms.

Complaints from separate customers arising from the same cause count as separate complaints, as do multiple complaints from one customer.

A complaint from one customer reported by more than one method, such as by phone and to the [Ombudsman](#), is logged as one complaint.

## Is it a complaint or a fault?

Power and Water relies on customers and the broader community to assist us in identifying faults. All calls notifying Power and Water of a fault will be recorded as such, unless you request otherwise.

If Power and Water fails to act on the reported fault within the times indicated in our Customer Contract, then the status would change to a complaint.

Factors which are outside of Power and Water's control, such as government pricing policy, tariff structures and legislation are not logged as complaints. Instead, these issues need to be directed to the department/organisation implementing them. Power and Water will provide contact details of these parties as requested.

We will investigate and do all we can to resolve the issue and let you know the outcome. If you are still not satisfied, you can contact the [Ombudsman's office](#) to act on your behalf.

Contact details:

Phone: 1800 245 092

Email: [customerservice@powerwater.com.au](mailto:customerservice@powerwater.com.au)

Web: [powerwater.com.au](http://powerwater.com.au) (go to [Contact us](#))

Fax: (08) 8923 9546

Post: GPO Box 1921  
Darwin NT 0801