

Customer Complaints

Excellent customer care is at the core of Aquasol's business. It underpins our relationship with you and dictates how we run and grow our services. And most importantly, it frames how we deal with and respond to you.

Our commitment to our customers is centred on responding to your enquiries as soon as practicable or otherwise less than 15 business days from the day request was received by email or a phone call. Our commitment is to provide a single point of contact to customers, and where feasible, with an on-the-spot response to any enquiry. If this cannot be done, we will investigate and a quality assurance representative will agree an appropriate call back schedule with the customer. We endeavour to rectify poor experiences by responding pro-actively to feedback. We believe it is important for our customers to know and understand how we handle any queries you may have. Our procedure for dealing with customer enquiries is set out below, and should you have any questions, please feel free to contact us.

Contact Details for Lodging a Complaint directly to Aquasol

Aquasol can be contacted Monday – Friday from 8am – 5pm. We offer our customers a number of options for contacting our accounts, technical or quality assurance staff. These are:

By Telephone

Aquasol can be contacted by telephone on 08 9248 7533. Outside of these hours we will answer calls through our 24hr number 0418 874 578.

In Writing

By Email

All of our customers may also e-mail Aquasol with general queries, complaints and compliments. E-mails should be directed to reception@aquasol.com.au and we will endeavour to answer 80% of emails and online queries between the hours of 8am to 5pm from Monday to Friday within 4 hours.

By Post

Aquasol can be contacted in writing. Our postal address is: PO Box 1829, Malaga, WA, 6090

Recording of Customer Queries

Each Aquasol customer has a specific account number by which they are uniquely identifiable. All queries and contacts with our customers are tracked under these numbers on our IT systems. Aquasol complies with its statutory obligations on record retention.

Unresolved Complaints

After you have given us the opportunity to resolve your complaint, if you are still not satisfied with the outcome, you may refer your complaint to the independent complaint resolution service.

Customer may, but does not have to, use the licensee's complaints procedure before or instead of applying to the Water Services Ombudsman or making an appeal from, or applying for a review of, the decision that gave rise to the complaint, to the State Administrative Tribunal.

The Energy and Water Ombudsman receives, investigates and facilitates the resolution of complaints from residential and small business customers about their water service provider. This is a free service and resolution will depend on your complaint

Energy and Water Ombudsman contact details:

Mail

The Energy and Water Ombudsman

PO Box Z5386

Perth WA 6831

Phone (08) 9220 7588 or 1800 754 004 (toll free for country callers)

Email: energyandwater@ombudsman.wa.gov.au

Alternatively, the State Administrative Tribunal (SAT) is an independent body that makes and reviews a range of administrative decisions.

State Administrative Tribunal

Level 6 (Reception and Counter), 565 Hay Street, Perth WA 6000

GPO Box U1991, Perth 6845

Phone: (08) 9219 3111 or 1300 306 017 (cost of a local call)

Fax: (08) 9325 5099

Email: contact@sat.justice.wa.gov.au

Cost for this service is details in link below

http://www.sat.justice.wa.gov.au/C/costs_and_costs_orders.aspx?uid=3898-9249-2006-4771