

The logo for KYEEMA Wastewater Pty. Ltd. features the company name in a bold, green, sans-serif font. The name "KYEEMA" is on the top line, and "Wastewater Pty. Ltd." is on the line below it. The text is centered within a white oval that has a thick green border. A horizontal green line passes through the center of the oval, extending across the width of the page.

KYEEMA
Wastewater Pty. Ltd.

Complaints Handling and Dispute Resolution Policy and Procedure

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1. Complaints Handling and Dispute Resolution Policy

KYEEMA WASTEWATER PTY LTD IS COMMITTED TO:

- Recognising our customers and other interested parties have a right to raise a concern.
- Resolving any issues or problems customers, or others, may have with our products or services in an effective, respectful and professional manner.
- The continual improvement of the quality of our products and services; and
- Aspiring to exceed the standards specified in the Australian Standard AS10002:2022 'Guidelines for complaint management in organizations (ISO 10002:2018, NEQ)' and the conditions of licences under which we operate our business.

WE WILL DEMONSTRATE THIS COMMITMENT BY:

- Providing adequate resources, including appropriately trained, qualified and supervised personnel, to enable us to manage customer complaints efficiently and effectively through documented systems and work procedures.
- Addressing each complaint in an equitable, objective and unbiased manner, with a view to a fair and reasonable outcome.
- We provide an easily accessible complaints process for our customers and one in which our staff display respect and empathy.
- Responding quickly to any complaints in a professional, courteous and fair manner, and aiming to resolve all concerns at the customer's initial contact.
- Keeping customers informed on the progress of their complaint either by telephone or in writing until the matter is resolved.
- Advising customers of their right to escalate complaints to more senior staff within Kyeema Wastewater Pty Ltd or, if the issue is still not resolved, to the Ombudsman (or other appropriate organisations), and by providing contact details where requested.
- Respecting customers' privacy, and the need to keep personal information confidential.
- Recording, monitoring and reviewing complaints in order to identify any trends, and take appropriate steps to rectify potential problems.
- Reviewing our complaints handling process regularly to ensure our systems meet customers' needs.
- Being accountable for effective complaint handling and taking those steps necessary to ensure continual business improvement.

CONFIDENTIALITY

Kyeema Wastewater Pty Ltd (Kyeema Wastewater) is committed to compliance with the laws that protect your personal information. During any complaint procedure, we will keep your personal information confidential and will not disclose it to third parties except as may be permitted or required under the Commonwealth Privacy Act 1988. We will always maintain the confidentiality of your personal information.

2. Complaints Handling and Dispute Resolution Procedure

2.1 Purpose

The purpose of this procedure is to set out how Kyeema Wastewater addresses complaints and resolves disputes from customers. The Kyeema Wastewater sewage treatment system is designed and operated to ensure safe and sustainable sewage management, however it is recognised that complaints may arise. This procedure will assist Kyeema Wastewater with the process for handling complaints and resolving disputes.

2.2 Terminology

Customer means a Kyeema Wastewater customer.

Complaint means any expression of dissatisfaction with a product or service offered or provided by Kyeema Wastewater. A complaint can be made orally or in writing.

Dispute means a pursued unsatisfied complaint. In other words, it is a matter that has been dealt with as a complaint under this procedure but where the complainant is still not satisfied with the outcome.

Relevant Workers means employees, consultants and contractors of Kyeema Wastewater who may receive complaints from customers.

2.3 Procedure

2.3.1 If a customer submits a complaint

Kyeema Wastewater:

- a) Must, if the complaint is oral, either resolve it “on the spot” to the customer’s satisfaction, or if that is not done, request the Customer to submit a written complaint¹ (however, there is no requirement that the complaint be in writing before it can be dealt with according to these procedures), and refer the complaint to the Director Kyeema Wastewater;
- b) Must, if the complaint is in writing, acknowledge in writing receipt of the complaint as soon as practicable and in any event within five (5) business days from receipt.
- c) Must act in good faith in dealing with and resolving the complaint;
- d) Must investigate the complaint including by:
 - i. seeking all relevant information from the complainant;
 - ii. obtaining all relevant information from Kyeema Wastewater staff and/or contractors,
- e) May in its discretion give any appropriate remedy to the complainant, including any of the following:
 - i. information and explanation regarding the circumstances giving rise to the complaint;
 - ii. an apology; or
 - iii. compensation for loss incurred by the complainant,

¹ Contact details for the submission for written complaints are contained the Homeowners Guide.

- f) Must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 business days after receipt of the complaint unless otherwise agreed:
 - i. the determination in relation to the complaint;
 - ii. the remedies (if any) available to the Customer; and
 - iii. information regarding any further avenue for complaint.
- g) Must keep a record of all complaints received in accordance with Attachment A.

The documented performance standards for complaints are contained in Attachment B.

2.3.2 Resolution of Complaints

All oral complaints not resolved “on the spot” and all written complaints must be referred to the Director Kyeema Wastewater on receipt. The Director Kyeema Wastewater must ensure the steps listed in 2.3.1 are carried out. In doing this, the Director Kyeema Wastewater must take into account and act consistently with the Kyeema Wastewater Complaints Handling and Dispute Resolution Policy.

2.3.2.1 Resolution of oral complaints

Oral complaints can be treated as “*resolved to the satisfaction of the customer*” where:

- a) the complaint has been resolved to the customer’s satisfaction “on the spot”; or
- b) the customer has been notified of a decision about a complaint, and no response has been received from the customer within five (5) business days, the complaint can be treated as “*resolved to the satisfaction of the customer*”

2.3.2.2 Resolution of written complaints

Where a customer has been notified in writing of a decision about a complaint, and no response has been received from the *Customer* within five (5) business days, the complaint can be treated as “*resolved to the satisfaction of the customer*”.

2.3.3 If a customer asks for information about complaints handling procedures

If a Customer asks for information about Kyeema Wastewater’s complaints handling methods, staff must refer that request to the Director Kyeema Wastewater as soon as possible. The Director Kyeema Wastewater must ensure the customer is provided with a copy of this Policy within five (5) business days of the request.

2.3.4 If customer asks for assistance in formulating or lodging complaint

If a Customer asks for assistance in the formulation and lodgement of his/her complaint, workers must refer that request to the Director Kyeema Wastewater as soon as possible. The Director Kyeema Wastewater must ensure reasonable assistance is provided to the customer.

2.3.5 Where complaint is not resolved to customer’s satisfaction

For each complaint that cannot be resolved to the customer’s satisfaction within the agreed timeframe, the Director Kyeema Wastewater must inform the complainant in writing that the complainant may have a right to pursue their complaint with the Energy and Water

Ombudsman Service NSW (the Ombudsman) and provide details about how to access the Ombudsman, or the designated arbitrator to be determined between Kyeema Wastewater and Independent Pricing and Review Tribunal (IPART).

2.3.6 Informing Customers about this Policy

Kyeema Wastewater must tell Customers about this Procedure in each service contract and make it available on request.

2.3.7 Further help

All our customers have the right to contact the Energy & Water Ombudsman NSW (EWON) at any time for independent advice and assistance. EWON receives, investigates and resolves customer complaints and disputes.

EWON's contact details:

Energy & Water Ombudsman NSW (EWON)
Freecall: 1800 246 545
Freefax: 1800 812 291
Online: www.ewon.com.au
Email: complaints@ewon.com.au
Mail: Reply Paid 86550, Sydney South NSW 1234



3. General

3.1 Communication within Kyeema Wastewater

All Relevant Workers must be made aware of this Policy. It is the responsibility of the Director Kyeema Wastewater to ensure this occurs.

Periodically (at least annually), the Director Kyeema Wastewater must remind all Relevant Workers about this Policy.

3.2 Annual Review

Periodically (at least annually), the Director Kyeema Wastewater must review this Procedure and associated policy and report the outcome of this review to the Directors.

When reviewing this Procedure and associated policy, consideration must be given to whether the Procedure and Policy:

- Continues to comply with all applicable legislative requirements; and
- Efficiently delivers effective outcomes.

3.3 Register

The Director Kyeema Wastewater must ensure that a Complaints and Disputes Register is established, maintained and kept up to date. The Register is comprised of a copy of each Complaint Report (refer to Attachment A).

At a minimum, the Register must include the following information about every complaint and/or dispute that is received:

- Date complaint made/dispute notified Nature of complaint/issue;
- Date resolved;
- How resolved;
- Was dispute referred to Ombudsman or arbitrator;
- Does complaint/dispute indicate a recurring or systemic issue; and
- If yes, action taken to ensure issue does not recur/that systemic issue addressed.

The Director Kyeema Wastewater must periodically review the Register to check, amongst other things, that:

- Complaints are being handled appropriately, including in accordance with this Policy, and within the required timeframes; and
- Systemic or recurring complaints are being identified, and that the cause of those complaints is being identified and remedied.

Attachment A: Complaint Record

1.	<i>Date of this Report</i>	
2.	<i>Date complaint made / dispute notified</i>	
3.	<i>Name of complainant</i>	
4.	<i>Address of complainant</i>	
5.	<i>Date resolved</i>	
6.	<i>How resolved</i>	
7.	<i>Was complaint / dispute referred to arbitration or the Ombudsman Service</i>	
8.	<i>Does complaint / dispute indicate a recurring or systemic issue</i>	
9.	<i>If yes, what action was taken to ensure the issue does not recur / that systemic issue has been addressed</i>	
10.	<i>Date by which remedial action must be completed</i>	
11.	<i>Date remedial action completed</i>	
12.	<i>Who is responsible for ensuring this action is carried out</i>	
13.	<i>Date by which this action must be completed</i>	
14.	<i>Date action completed</i>	
15.	<i>Is complaint / dispute significant?</i>	
16.	<i>If yes – date notified to Kyeema Wastewater Directors</i>	

Attachment B: Complaints Handling Procedures

Documented Performance Standards

No.	Action required	Timeframe
1.	Send copy of Kyeema Wastewater's Complaints Handling Procedure and Policy to any Customer who asks for information about its complaints or disputes handling methods.	Within 5 business days
2.	Oral complaints not resolved "on the spot" and written complaints to be referred to Director Kyeema Wastewater.	Immediately
3.	Where customer requests assistance in formulation/lodgment of complaint – refer matter to Director Kyeema Wastewater.	As soon as possible
4.	Director Kyeema Wastewater to write to complainant acknowledging receipt of complaint.	Within 5 business days of receiving complaint
5.	Director Kyeema Wastewater to advise complainant in writing of outcome and (if complaint not resolved to complainant's satisfaction) advise complainant in writing of availability of external dispute resolution mechanism, Ombudsman Service (or designated equivalent); and how Ombudsman Service may be accessed.	Within 45 days of receiving complaint or a date otherwise agreed
6.	Complaints and Disputes Register – Director Kyeema Wastewater to: (a) record complaint on Register; and (b) keep Register updated about the complaint.	(a) Within 5 business days of receipt (b) Within 45 business days of receipt or a date otherwise agreed