

CODE OF PRACTICE
**CUSTOMER COMPLAINT
HANDLING**



Purpose

This code of practice provides a guideline for complaint handling by management and employees of;

- **Lend Lease Recycled Water (Barangaroo South) Pty Limited** in relation to its Recycled water, potable water and trade waste services
- **Lend Lease Chilled Water (Barangaroo South) Pty Limited** in relation to its Chilled water supply services
- **Lend Lease Embedded Network (Barangaroo South) Pty Limited** in relation to its network charges to the electrical retailers
- **Operators of the Networks**

For ease, each entity nominated above will be known as Lend Lease Green Utilities (LLGU) forthwith.

This code of practice is for Lend Lease Green Utilities internal use only; a short version shall be made available to Customers and to the general the public and shall be included as part of Customer Contracts.

Scope

Lend Lease Green Utilities own and operate the central infrastructure on the Barangaroo South precinct. As part of the operations LLGU and its entities have a series of supply agreements with its customers and electrical retailers.

In most cases our entities enter into separate Operator agreements of the networks, as such Lend lease Green Utilities and its specialist Operator's each commit to provide these services in accordance with this code of practice. LLGU and its Operator will share responsibility for customer communication, complaints handling and debt recovery. The split of responsibility is as follows:

- **LLGU** - All financial related customer interface matters including tariff setting and debt recovery
- **Utility Operator** - All operational related customer interface matters

This policy applies to all complaints from customers or other members of the community received by LLGU or its Operators.

Reference Standard

This code of practice conforms to and takes from *AS/ISO 10002—2006 Customer Satisfaction; Guidelines for complaints handling in organisations*, as published by Standards Australia.

Policy

LLGU and its Operator's share common corporate goals of Customer Focus. We are committed to Customer Service Excellence including handling Customer complaints in relation to service, technical and financial matters. We assure our customers of this commitment through the following actions:

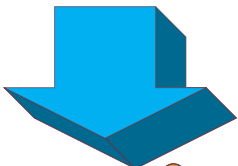
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Receipt of Complaint

Receipt of complaints

Upon receiving a complaint, the complaint will be recorded with supporting information and a unique identifier code given to the customer (appendix 1). The record of the initial complaint will identify the remedy sought by the complainant and any other information necessary for the effective handling of the complaint. LLGU aims to resolve customer complaints at the first point of contact by providing a solution or negotiating an agreed course of action.



Assess the Complaint

Tracking of complaints

The complaint will be tracked from initial receipt through the entire process until the complainant is satisfied or the final decision is made. An up-to-date status will be made available to the complainant upon request and at regular intervals.

Initial assessment of complaint

After receipt, each complaint will be initially assessed in terms of criteria such as severity, safety implication, complexity, impact, and the need and possibility of immediate action.



Resolve

Investigation of complaints

Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint. The level of investigation will be commensurate with the seriousness, frequency of occurrence and severity of the complaint.

Response to complaints

If it is not possible to resolve your complaint immediately, we will provide an initial response within:

- 2 working days if you have phoned or spoken directly to us, or
- 5 working days if you have written to us or sent us an email and the matter cannot be responded to sooner by making contact with you.

Our initial response can be:

- a solution presented to, and accepted by, you or
- our intended course of action to resolve the complaint.

If your complaint cannot be resolved to your satisfaction, it will be escalated to the next level of management for resolution.



Feedback

Following an appropriate investigation, we will offer a response, for example correct the problem and prevent it happening in the future. If the complaint cannot be immediately resolved, then it will be dealt with in a manner intended to lead to its effective resolution wherever possible.

Communicating the decision

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The decision or any action taken regarding the complaint, which is relevant to the complainant or to the personnel involved, will be communicated to them as soon as the decision or action is taken.



Evaluate for Lessons Learned

Closing the complaint

If the complainant accepts the proposed decision or action, then the decision or action will be carried out and recorded. If the complainant rejects the proposed decision or action, then the complaint will remain open. We will continue to monitor the progress of the complaint until all reasonable internal and external options of recourse are exhausted or the complainant is satisfied.



Learn and Adapt Process and Systems

Lessons Learned

LLGU and its Operator will regularly review all complaints received and identify where improvements may be achieved to ensure the highest level of Customer Satisfaction. LLGU and its Operator will where identified through its review process;

- Design and develop training
- Review corporate Policy and Codes of Practice
- Review communication techniques

Recourse to further action

In the event a customer is not satisfied with the handling of their complaint, you will be advised of your right to raise your concerns with the Energy and Water Ombudsman of NSW (EWON) for external review. This option is also available to you at any time after first lodging your complaint with Wilton Recycled Water.

Contact EWON on 1800 246 545 or at www.ewon.com.au

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Appendix 1



Barangaroo South Precinct Utilities
Customer Complaint Form

Service Type (Please Select) <input type="text"/>	Type of Complaint <input type="checkbox"/> Quality <input type="checkbox"/> Bill/Invoice <input type="checkbox"/> Service <input type="checkbox"/> Usage <input checked="" type="checkbox"/> Other
Date of Submission: <input type="text"/>	

Name <input type="text"/>	Address: <input type="text"/>
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Preferred Contact details <input type="text"/>	Preferred Time <input type="text"/>
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Email Address <input type="text"/>

Brief Description of Complaint <input type="text"/>
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Additional Comments <input type="text"/>

Internal Office Use:

Date and Time Received <input type="text"/>	Case Owner: <input type="text"/>
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Action <input type="checkbox"/> Resolved <input type="checkbox"/> Referred <input type="checkbox"/> Cancelled	Referred to <input type="text"/>
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Reference Number <input type="text"/>

Brief Description of Resolution or Cancellation <input type="text"/>
