**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 now operated by Podium Asset Services (formerly Living Utilities).

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 Operators 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 Operators 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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| Customer Complaints Process Resolution | |
| **1** | ***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. |
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| **2** | ***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.  ***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. |
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| **3** | ***Response to complaints***  If it is not possible to resolve the complaint immediately, will provide an initial response within:   * 2 working days if the complainant has phoned or spoken directly to us, or * 5 working days if the complainant has written or sent an email and the matter cannot be responded to sooner by making contact with the complainant.   Initial responses can be:   * a solution presented to, and accepted by, the complainant or * intended course of action to resolve the complaint.   If the complaint cannot be resolved to the complainant’s satisfaction, it will be escalated to the next level of management for resolution.  Following an appropriate investigation, the applicable customer service provider 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. |
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| **4** | ***Communicating the decision***  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.  ***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 |
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| **5** | ***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. |
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| **6** | 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 |
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|  | ***Recourse to further action***  In the event a customer is not satisfied with the handling of their complaint, they will be advised of their right to raise their concerns with the Energy and Water Ombudsman of NSW (EWON) for external review. This option is also available to the customer at any time after first lodging their complaint with LLGU.  Contact EWON on 1800 246 545 or at [www.ewon.com.au](http://www.ewon.com.au) |
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