

# Customer Complaints Policy



## Document revision

Date	Comments	Actioned by	Endorsed by	Approved by	Approval date
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## Introduction

The Stewart Island Electrical Supply Authority (SIESA) is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels from CEO down. This policy ensures all complaints are handled as efficiently and effectively as possible.

The following outlines our policy and procedures for the handling of verbal and written complaints.

## Summary

We aim to resolve your complaints as soon as possible. Please call our customer service and we'll do our best to fix any problems you may be having with our service, as soon as possible.

## Our responsibilities

- provide an efficient, fair and structured framework for handling complaints
- provide our customers with access to the complaints handling process, including those customers with disabilities and special needs
- keep customers informed as to the progress of their complaint and the expected timeframe for resolution
- review our complaints quarterly so that we can improve our standard of customer service.

## Handling your complaint

- Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us.
- upon receiving a complaint, we will acknowledge your matter via telephone or in writing within two business days
- if your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under our financial hardship policy, where your service is about to be disconnected, or where you are receiving Priority Assistance (for example, for medical reasons) we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer

- we will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution
- our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days
- complex complaints may take longer than 20 business days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution
- we will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing
- making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without notifying you.

## Step one

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If you have a complaint regarding any aspect of your account or dealings with SIESA or with any representatives of organisations acting on our behalf, including Southland District Council or PowerNet, telephone our Customer Service on 0800 732 732 in the first instance.

If you prefer to put your complaint in writing, we will acknowledge your complaint and confirm any details in writing if you request us to do so.

You can also make a complaint by using any of the other contact methods on our website.

## Step two

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Complaints are overseen by the appropriate manager in our customer service or accounts team. After a complaint is made, if it is not immediately resolved, we may need to investigate it.

If you are not satisfied with the response tendered to you, you may ask customer service management to escalate your complaint to senior management to address the complaint as soon as possible (depending on availability).

## Step three

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When your complaint is resolved, we will confirm this with you within 10 business days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside body:

### The Utilities Disputes Ltd (UDL)

The UDL can assist you if you have been unable to resolve your complaint with our company directly.

The UDL seeks the co-operation of both parties through an alternative dispute resolution process to achieve an outcome that is fair and reasonable. To lodge a complaint with the UDL you can visit Utilities Disputes on 0800 22 33 40 or go to [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz). Utilities is a free and independent service for resolving complaints about utilities providers.