



# Notice

20 December 2016

## **Amendments to the ERA's *Customer Complaints Guidelines: distinguishing customer queries from complaints***

The Economic Regulation Authority (**ERA**) has amended its *Customer Complaints Guidelines: distinguishing customer queries from complaints* (**guidelines**).

The guidelines have been reviewed to make the definition of a complaint consistent with the new Australian Standard, to update references and to remove information that can already be found in other ERA publications, such as the performance reporting handbooks.

The guidelines assist electricity, gas, and water providers in applying a consistent standard when deciding which customer contacts should be deemed complaints and which queries.

The amended guidelines are available on the ERA [website](#).

For further information contact:

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