
From: Julie Rawlings
Sent: Thursday, 3 July 2008 9:58 AM
To: complaints guidelines
Cc: Keith White
Subject: Comment: Draft Customer Complaints Guidelines (File CU3 & OL3)

To Whom it May Concern,

Thank you for the opportunity to comment on the above Draft Guidelines.

My comment relates to Point 3. page 5 "Distinguishing "Complaints" from "enquiries and other communications".

The document states:

"A 'complaint' is defined as:

An expression of dissatisfaction made to an organisation, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected".

Within the Draft Water Services Operating Licence (issued in April 2008) a complaint is defined as:

"An expression of dissatisfaction made to an organisation, related to its products **or services**, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected."

This definition is inconsistent with that detailed within the Customer Complaints Guidelines and it is recommended that consistency prevails between the two.

Regards,

Julie Rawlings
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Busselton Water
