

Our commitment to you if you have a Complaint

Gippsland Water is committed to managing complaints fairly, efficiently and effectively and providing guidance to any member of the public who wishes to make a complaint.

- We will acknowledge receipt of your complaint within two business days.
- We will endeavour to resolve all complaints at the first point of contact.
- If your complaint cannot be resolved at the first point of contact you will be provided with an escalation process

Gippsland Water's guiding principles when a complaint is made:

- We will work with you to resolve your complaint.
- We will actively assist you to navigate the complaints process.
- We will explain how your complaint will be handled.
- We will deal with all complaints courteously, impartially, objectivity and with fairness.
- We will provide you reasons for our decision.
- We will analyse complaints to improve customer service and expectations.

How can a complaint be made?

Mail: Gippsland Water – PO Box 348 Traralgon Vic 3844
Telephone: 1800 050 500 or (03) 51-774600
Email: Contactus@gippswater.com.au
In person: 55 Hazelwood Road, Traralgon Vic 3844
Fax: 03 5174 0103
Website: www.gippswater.com.au
Facebook: Gippsland Water
Twitter: @gippswater

Review of complaint:

If at any time you remain dissatisfied with the progress or outcome of your complaint, you can request the matter be escalated.

If you still remain dissatisfied, you may contact the Energy and Water Ombudsman of Victoria (EWOV) for free independent advice and assistance. EWOV can be contacted in the following ways:

Freecall: 1800 500 509 (mobile phone calls may attract charges)
Free fax: 1800 500 549
Website: ewovinfo@ewov.com.au
Interpreter Service: 131 450
National Relay Service: 133 677 (for customers with a hearing or speech impairment)
Mail: Energy and Water Ombudsman (Victoria) GPO Box 469 Melbourne 3001

