



PO Box 7584, Cloisters Square, WA 6850
Phone: 0449 898 511
Email: admin@countryheightswater.com.au
Web: www. countryheightswater.com.au

CUSTOMER COMPLAINT FORM

This form is designed to capture the information necessary to enable Country Heights Water Pty Ltd to investigate and respond to your complaint. Simply fill out this form and return it to us via email admin@countryheightswater.com.au or post to PO Box 7584, Cloisters Square, WA 6850.

Personal details of person lodging the complaint:

Title: _____ Last Name: _____ First Name/s: _____

Address: _____ P/Code: _____

Telephone (home): _____ (work) _____ (mobile) _____

Other ways to contact you (e.g. facsimile, email) _____

Preferred way for us to contact you: _____

Are you the person affected by the complaint? Yes No

If not, please advise relationship to the person affected by the complaint: Parent Friend

Other (please specify) _____

If you are acting on someone's behalf, please advise his or her details:

Title: _____ Last Name: _____ First Name/s: _____

Address: _____ P/Code: _____

Telephone (home): _____ (work) _____ (mobile) _____

Does the person affected by the complaint have a disability or other special need? Yes No

If yes, please specify: _____

Complaint details:

Have you raised your complaint with us before? Yes No

If yes, tell us who you spoke to, what you were told and why you are still dissatisfied. Attach any documentation you have from your previous contact. Use a separate sheet if needed:-

*For **NEW** complaints, tell us **WHAT** happened? **WHO** was involved? **WHEN** and **WHERE** did it happen?*

For example, does your complaint involve a decision that impacts on you or perhaps the quality of service? Make sure you tell us full details of the complaint and attach a separate sheet if needed.

*What would you like to see **HAPPEN** as a result of your complaint?*

WHAT TO EXPECT

We take complaints seriously. We will attempt to resolve the complaint before the end of the period of 15 business days starting on the day the complaint is received. Your information will be treated confidentially.

Thank you for bringing this matter to our attention.