

Document ID	Document Name	Review Date	Reviewed by	Approved By	Approval Date	Next Review Date
ADM014	Customer Feedback Process	2/3/2020	Management	LBW Board	16/4/2020 – Clause 12.1	March 2023

## Customer Feedback Process

Lower Burdekin Water places a high value on customer feedback with a view to improving our performance. We recognise that there may be times when we do not get it right, and if this happens we want to learn and understand how we can improve. If you are unhappy with our service, we welcome the opportunity to put things right. We hope this process will be a constructive expression of feedback for you, especially if a response or resolution is expected.

### How to make a complaint/provide feedback

You can do this in any of the following ways:

- Write to Lower Burdekin Water at PO Box 720, Ayr Qld 4807
- Send an email to [admin@lowerburdekinwater.com.au](mailto:admin@lowerburdekinwater.com.au)

Complaints/feedback may also be made anonymously. Please provide sufficient detail to enable Lower Burdekin Water to understand your complaint or concern. We ask that you put your complaint in writing to ensure the accuracy and the intent.

### How your complaint will be considered

Complaints/feedback will be initially dealt with by the Executive Officer. If you are dissatisfied with the response and/or action from the Executive Officer, you can request that the complaint be escalated to the Board and you will receive confirmation your request has been received by the Chairperson of the Board.

### How long will it take?

Lower Burdekin Water will attempt to resolve your complaint in a timely manner. If we are unable to respond to you promptly we will acknowledge your complaint/feedback by email within three business days. We will attempt to resolve or provide a response to your complaint within 20 business days of acknowledgement of the complaint. If the response is going to take longer than 20 business days to resolve or respond to, we will advise why and provide you with regular updates.