

**FINANCIAL COMPLAINT PROCESS TO BE FOLLOWED BY PHONE OPERATOR\***

**\*\* - Current Call Centre No: 1300 110 238**

**Email: [enquiries@contact.wiltonrecycledwater.com](mailto:enquiries@contact.wiltonrecycledwater.com)**

Courteous receipt of call:

1. Call centre records time of call AEST
2. First of all we shall need to record your name, address and contact phone numbers and email:
  - a) Name
  - b) Address of property
  - c) Phone number at home and mobile
  - d) Email address
  - e) What is the most suitable number to call you back and at what time?
3. To help us understand your complaint and for us to resolve the matter as efficiently as possible, is your complaint in connection with one of the following:
  - a) Your Water and Sewage Services

If answer:	Q. Are you concerned about:	√ if YES	Any other details / comments?
YES →	• How to connect to the service		
	• Contractual Information		
NO go to (b)	• understanding the usage restrictions of either the sewer or recycled water service	→	To assist you, information is available at: <ol style="list-style-type: none"> <li>a) <a href="http://www.myrecycledwater.com.au/wilton-rwtp">www.myrecycledwater.com.au/wilton-rwtp</a> (refer to Prohibited Substance Rules, at bottom left)</li> <li>b) <a href="http://www.wiltonrecycledwater.com">www.wiltonrecycledwater.com</a></li> <li>c) Wilton Recycled Water Treatment Plant Brochure (available within the website stated in (a))</li> <li>d) In your contract with Wilton Recycled Water</li> </ol> <p>Do you still require a staff member to call you? √ if YES <input type="checkbox"/></p>

b) Payment problems/hardship

If answer:	Q. Are you concerned about:	√ if YES	Any other details / comments?
YES →	• How to pay your bill		
	<b>Q. Would you like to make arrangements for:</b>		
NO go to (c)	• a delayed payment date		
	• incremental payments		
	• organising an agreed payment plan	→	

c) Service Bill Charges

If answer:	Q. Are you concerned about:	√ if YES Q. Is it regarding:	√ if YES	Any other details / comments?
YES →	• The sewage component	• The connection fee		
		• Fixed Charges		
		• Other		

<b>NO</b> go to (d)	• The recycled water component	• Usage amount		
	• Other	• Usage Charges		
		<b>Please provide brief description</b>		

d) Interpreter services

If answer: <b>YES</b> →	<b>Please provide brief description of your concern</b>	
<b>NO</b> go to 4		

Other (not related to water and sewage)

4. If your complaint refers to your services bill charges, are you concerned about:
  - a) sewage component
  - b) recycle water component
  - c) other
5. If your complaint refers to the sewage services, are you connected to:
  - a) the connection fee,
  - b) fixed charges, or
  - c) don't know
6. If your complaint refers to Usage charges, are you concerned about:
  - a) usage,
  - b) usage charges, or
  - c) or don't know
7. If your complaint refers to Call-out services, are you concerned about:
  - a) step 1
  - b) step 2
  - c) step 3
  - d) step 4
8. If your call refers to payment problems/hardship, please tell us your issue:
  - a) step 1
  - b) step 2
  - c) step 3
  - d) step 4
9. If your complaint refers to Interpreter services, are you concerned about: Thank you for talking to us about your concern. A staff member will be in contact and you should expect a response within two business days. Is there anything else I can do for you? (If **YES**, record details)

Thank you for calling Wilton Recycled Water Services. We will respond to your enquiry as soon as possible