



PORT OF BRISBANE **COMPLAINTS MANAGEMENT** **POLICY**

WATER AND SEWERAGE SERVICES

MARCH 2022

CONTENTS

- Purpose 3
 - Applicability of the Policy 3
 - Scope..... 3
 - Related legislation 3
- Policy Statement 3
 - Complaint escalation 4
 - Definitions 4
- Related Information 4
 - Review date 4
 - Authorising body..... 4
- Frequently Asked Questions 5

Complaints Management Policy

Purpose

The purpose of this policy is to outline the way Port of Brisbane Pty Ltd (PBPL) manages and responds to complaints and feedback received from customers and members of the community regarding the provision of water and sewerage services by PBPL.

Applicability of the Policy

This is a strategic policy and is also an external policy available to customers on our website.

Scope

This policy applies to all PBPL water and wastewater customers and members of the community

Related legislation

- *Crime and Corruption Act 2001*
- *Human Rights Act 2019*
- *Information Privacy Act 2019*
- *Modern Slavery Act 2018 (Cth)*
- *Public Interest Disclosure Act 2010*
- *Right to Information Act 2009*
- *Water Supply (Safety and Reliability) Act 2008*

Policy Statement

PBPL provides our customers with the opportunity to provide feedback on the service they receive. We acknowledge that customers may wish to make a complaint if a PBPL service, decision or action fails to meet the customer's expectation, or the standards we set in our Service Standards within our Customer Service Charter.

We are committed to ensuring all complaints are addressed confidentially, fairly and professionally in the most effective and timely manner, and that our complaints process is accessible and transparent.

In most cases, we hope to resolve your issue immediately. If this is not the case, you will be contacted within five business days to confirm we have received your complaint.

If your complaint requires further investigation, we will provide a response or a status update within 10 business days. Where a complaint is of a serious or urgent nature, it will be prioritised for resolution and we will update you accordingly.

When we respond, we will address the substance of your complaint and let you know the reason for our decision. You can request a review of your complaint at any time.

We consider complaints to be resolved if:

- We have provided the decision/outcome of the review of your complaint (including providing reasons);
- 10 business days have passed since the decision has been provided; and
- A further review of the complaint has not been requested

Complaints are considered closed as outlined above for administrative purposes.

Complaint escalation

If you are not satisfied with the outcome of our response, you may request a review by a senior manager by contacting us via phone or any of the other contact methods listed.

Once your complaint has been reviewed by a more senior manager, and we have informed you of the outcome of the review, the matter will be considered resolved and closed at that point.

We are always looking for opportunities to improve our products and services, including our complaints management process. We capture and analyse feedback provided by our customers, details of complaints and customer experience through the complaint management process, for this purpose.

However, if we can't resolve your complaint satisfactorily, you have the right to take your complaint to the Queensland Ombudsman or Stopline for resolution.

Stopline

Stopline Pty Ltd provides a service to PBPL, its contractors and stakeholders to enable the reporting of any issue. We encourage you to use this service to report complaints pertaining to water or sewerage services provided by PBPL if our dedicated Complaints Handling Process does not address a matter raised to your satisfaction. Stopline will give you the option to remain anonymous and protect your confidentiality as per your request.

Website: <https://portofbris.stoplinereport.com/>

Phone: 1300 30 45 50

Email: portbris@stopline.com.au

Mail:

Attention: Port of Brisbane
c/o Stopline PO Box 403,
Diamon Creek, VIC 3089
Australia

Definitions

Complaint - an expression of dissatisfaction, either explicit or implicit, made to PBPL relating to our products, services, decisions or actions.

Customer – a person, group of people, organisation or its representative who has (or would have, if connected) a direct billing relationship with PBPL

Representative – a person authorised to act on another person's or organisations behalf.

Related Information

- South East Queensland Customer Water and Wastewater Code, Department of Energy and Water Supply
- AS ISO 10002:2006 - Guidelines for complaints handling in organisations
- ISO 10002:2018 – Guidelines for complaints handling in organisations
- PBPL Code of Conduct
- PBPL Privacy Policy

Review date

This policy will be reviewed every two (2) years in accordance with business processes or changes to relevant legislation.

Authorising body

PBPL Chief Executive Officer

Frequently Asked Questions

How can I make a complaint?

You can make a complaint in the following ways:

- Phone - by calling your PBPL Property Portfolio Managers from 9am to 4pm on business days:
 - Deborah Wood: 0411 137 963
 - Peter Crowley: 0491 213 663
- Email - you can make a complaint at any time via email by emailing to water.enquiry@portbris.com.au
- Mail – by writing to us at:
General Manager Infrastructure
Port of Brisbane Pty Ltd
Locked Bag 1818, Port of Brisbane
QLD 4178 Australia

What information should I include in my complaint?

To enable us to investigate your complaint, please include:

- Your name
- Your contact details
- The affected property address (if applicable)
- Details of the incident or issue including:
 - dates (where appropriate)
 - reference or account numbers
 - any information you believe would assist us to understand and investigate your complaint further
 - your desired solution, remedy or outcome

Are there any complaints that are not covered by PBPL's Complaints Management Policy for customers and the community?

Yes, our Policy does not address complaints that are:

- already covered by other statutory review mechanisms;
- official misconduct - these should be reported through our Whistleblower Hotline. Further information is available at www.portofbris.stoplinereport.com
- seeking to revisit the same issue after the investigation into the matter has closed when no new evidence or new material is provided.

If a complaint, including requests for review, is determined by PBPL to be frivolous, vexatious or malicious, we will decline to investigate and advise you of this decision.

I do not want my details known; can I make an anonymous complaint?

Yes, we will accept feedback and complaints made anonymously, however this may affect our ability to investigate complaints fully and to respond or provide an outcome to the complainant. If your complaint involves another person, complaints will be dealt with in a confidential manner that is respectful to both you as the complainant and the respondent. Reasonable steps will be taken to protect personal information from loss, unauthorised access, use, disclosure or any other misuse during the complaint handling process. However, we cannot give an assurance of absolute confidentiality, given legal obligations and principles of natural justice.

Can someone make a complaint on my behalf?

Yes, we will accept complaints by a person on behalf of a customer (a representative, such as a solicitor). However, we will not respond directly to the representative unless we have received written authorisation for the representative to act on the customer's behalf.

Do I have to pay my water and sewerage bills while I have an open dispute?

You are required to pay any bills that are not in dispute; this includes any new bills that may be issued. While a complaint is under investigation with PBPL, we will not undertake recovery action in relation to the disputed amount.