

Complaints about our service



Utilities Disputes is here to help with questions or complaints about electricity, gas, water, or broadband installation on shared property. Our service is free, independent, and fair.

How you can complain about us

Sometimes our service does not satisfy people. You can complain to us at any stage.

What you can complain about

You can complain about almost any part of our service. For example:

- how long it takes to look at your complaint
- the way Utilities Disputes staff behave
- problems accessing our service
- the way we handle your complaint.

You can't complain about a decision

You can't complain about a decision from the Commissioner, such as a recommendation or a decision to not consider your complaint further. This is because the Commissioner can decide what is fair and reasonable. You may refer your complaint to another forum such as the Disputes Tribunal or the district court.

If the Commissioner recommends a settlement of your complaint, you and the provider can comment before the recommendation is final. You cannot make further comments on the final recommendation.

If the Commissioner decides not to consider your complaint further, you can ask the Commissioner to review the decision. You can do this only if you provide new information or show a significant error in the information relied on for the decision.

How you complain



If you want to complain about our service, do so as soon as possible.

You can complain to any Utilities Disputes staff member. You can also send your complaint to the Commissioner or directly to the Board Chair at:

Email

commissioner@utilitiesdisputes.co.nz or
chair@utilitiesdisputes.co.nz

Post

Utilities Disputes or
Chair of the Utilities Disputes Board
Freepost 192682
PO Box 5875, Wellington 6140

How we respond to your complaint

A senior staff member will either contact you or refer your complaint to the Board. If a senior staff member contacts you they will discuss the complaint with you and how to resolve it.

We refer your complaint to the Board if it cannot be resolved by a senior staff member, or if the complaint involves serious or widespread issues. The Board Chair will let you know within 7 working days how the Board intends to investigate your complaint.

The Board may:

- discuss the complaint with you
- ask the Commissioner or a senior staff member not previously involved in the complaint to review the file and report to the Board
- set up an independent panel (which may include a Board member) to look into the complaint and report to the Board.

The Board will let you know the outcome of the investigation. This will include telling you if any action is to be taken, by whom, and when. Outcomes of previous complaints have included requiring the Commissioner to publish a practice statement on a topic, reviewing the investigation, and apologising for delays in dealing with a complaint.



Get in touch. Our service is free, independent, and fair.

☎ 0800 22 33 40

Email info@utilitiesdisputes.co.nz

Website utilitiesdisputes.co.nz

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