

Complaints about our service



UTILITIES
DISPUTES
TAUTOHETOHE WHAIPAINGA



This fact sheet explains how you can complain about our service and how we respond.

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 Utilities Disputes 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 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 Chair of the Utilities Disputes Board at:

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

Postal 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 Chair of the Board will let you know within seven 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 fact sheet on a topic, reviewing the investigation, and apologising for delays in dealing with a complaint.

Utilities Disputes is the approved dispute resolution service for electricity, gas, and broadband shared property access.



Contact Utilities Disputes

Freephone 0800 22 33 40
Mon – Fri, 8:30 am – 5 pm

Freefax 0800 22 33 47

Postal PO Box 5875
Wellington 6140

Freepost 192682

Email info@utilitiesdisputes.co.nz

Website www.utilitiesdisputes.co.nz