



Service Charter



Our Service Charter explains:

- What you can expect from our service
- What we expect from you
- How we manage your information
- How you can compliment or complain about our service

Ask us for more information about how we make our service accessible to everyone.



What you can expect from our service

You can expect Utilities Disputes to be:

- Accessible
- Independent
- Fair
- Efficient
- Effective
- Accountable
- Free to complainants and other users of our service

When you use our service, we will:

- Treat you with respect and courtesy
- Follow through with what we say we will do
- Give you clear and accurate information
- Update you about progress on your dispute
- Respond to your calls or emails promptly
- Progress enquiries and disputes quickly
- Give reasons for any decisions we make about your dispute

What we expect from you

When you use our service, we expect you to:

- Treat Utilities Disputes staff with respect and courtesy
- Respond to our requests for information promptly and as accurately as possible
- Keep appointments or give us reasonable notice if you can't attend
- Read the information we provide
- Update us about any changes to your circumstances or contact details
- Tell us about any decisions you make about your dispute, including deciding not to continue your dispute or to take your dispute elsewhere



Tell us if you have any special requirements for accessing our service, such as an interpreter or information in an accessible format.



How we manage your information

We collect information about you and your dispute. We comply with New Zealand law when we collect, store, use, and release personal information.

Passing information

We may ask you and the provider to give us information about your dispute. We will pass information we receive from you to the provider, and from the provider to you.

We may remove inflammatory content, such as abusive language, from information you or the provider send us.

Sometimes you or the provider may not want us to pass information to the other party for personal or commercial reasons. You will need to discuss this with us, as it may mean the Utilities Disputes Commissioner cannot consider the information.

Privacy waivers

If you ask us to refer your complaint to a provider or consider a dispute, we will ask you for a privacy waiver. This allows the provider to give us information we ask for about your dispute, and allows us to share information you give us with the provider.

Storing your information

We will keep the details of your case indefinitely in our secure database for statistical purposes. We will not share any identifiable information about you without your consent. We do not store original documents you send us. We return these to you.

How you can compliment or complain about our service

Compliments and general suggestions for improvement

We want to improve our service. Therefore, we value your feedback. Please let us know if you think we have provided you with a good service or if you have any suggestions on how the service may be improved. You can do this by sending your feedback to the person you dealt with.



Complaining about our service

If you are not satisfied with any part of our service, please raise the matter with the staff member you dealt with. You can also ask to speak with that person's supervisor.

We will do our best to resolve your concerns.

If you are still not satisfied with the response we give you, you can complain about our service. For example, you can complain about how we handled a dispute, or about the conduct of staff.

Please refer to our fact sheet – *Complaints about our service*.

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