

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 may not meet your expectations. If this is the case we want your feedback. You can make a complaint about our service at any stage.

What can you 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 a member of our staff behaved
- difficulties accessing our service
- the way we processed your complaint.

What to expect if you make a complaint

- we will take your complaint seriously
- we explain the process we intend to take to investigate it
- we will consider your complaint thoroughly, impartially, and within reasonable time
- we will tell you whether or not your complaint has been upheld.

What can't you complain about?

We cannot consider complaints about the outcome or decision that was issued, 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.

If you are dissatisfied with the decision issued or outcome of your complaint you may refer 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 you obtain new information or evidence relating to the issue you can contact us to discuss whether this would provide grounds for a new complaint.

Who can complain?

You can complain if you have made a complaint or contacted us to obtain information or attempted to access our service. You can also complain if you are a provider who we have dealt with through the complaints process or just engaged with as part of the services we provide.

What happens when you make a complaint?

We will acknowledge your complaint and inform you of the process we intend to take to investigate and resolve it.

If we believe it is capable of being investigated and resolved quickly, we will let you know. If we do believe it can be resolved quickly, we will endeavor to resolve the complaint within 10 working days of receiving it.

If we believe it will require more time to investigate and resolve your complaint we will let you know. We will also confirm whether your complaint needs to be investigated by the Board, which may happen if we believe it raises a particularly serious issue or it involves the conduct of the Commissioner. We will let you know within 7 working days how the Board intends to investigate your complaint if this is the case. We endeavor to resolve these types of complaints within 25 working days of receiving them.

How will we investigate your complaint?

We may:

- discuss the complaint with you
- appoint someone who was not previously involved in the complaint to review what happened – this could be a senior staff member or external person if that was considered necessary



How can you lodge a complaint against our service?

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

You can complain in writing 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



What will we do at the end of the process?

We will let you know the outcome of any 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

Post PO Box 5875, Wellington 6140

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