

Customer Service Charter

Riverina Water puts our customers and the community at the heart of everything we do.

The Customer Service Charter is our commitment to provide efficient and consistent service to you; and be fair and honest in our dealings with you.

Our commitment

We aim to give all customers a great experience every time they interact with us by being:

- › Courteous
- › Helpful
- › Respectful
- › Responsive
- › Honest, and
- › Efficient

While we aim to provide the best outcome for our customers, Riverina Water makes decisions that are consistent, fair and in line with our policies and relevant legislation that may result in decisions you may not agree with. When providing outcomes to you, we seek to do this in a way that is empathetic and understanding of your circumstances.

Customer service standards

We value our customers' time and are committed to offering a choice of how to interact with us.

When interacting with us, our people will:

- › Attempt to resolve your enquiry at the first point of contact
- › Be supported by systems and processes to best serve you
- › Record necessary information in our official recordkeeping systems
- › Be professional, helpful and knowledgeable
- › Keep you informed regarding your enquiry
- › Be sensitive to any language or other communication
- › Maintain our commitment to protecting your personal information

If you call us, we will aim to:

- › Answer calls promptly from 8.30am to 4.30pm each business day
- › Resolve your enquiry the first time, where possible, or:
 - forward your enquiry to a specialist staff member who can
 - take a clear message for the matter to be followed up
- › Return calls within one business day
- › Provide a 24-hour phone service for urgent, after-hours calls

If you contact us in writing via post, email or online form, we will aim to:

- › Acknowledge correspondence or provide an interim reply (with approximate date of completion) within a reasonable timeframe
- › Respond in writing, or by phone where appropriate, and record the response in our recordkeeping systems
- › Keep you updated on our progress if a response cannot be made in a timely manner

If you visit our administration office, we will aim to:

- › Attend to you at the customer service counter within five minutes
- › Make specialist staff available by phone or in person, either on request (making a mutually convenient appointment) or by prior arrangement

If you visit our websites or social media profiles, we will aim to:

- › Provide clear and relevant information that is easily understandable
- › Provide accessible content and services, or provide them upon request
- › Respond to any social media enquiries the same or next business day

If you see us working in our supply area, we will aim to:

- › Put your safety and that of our staff at the forefront of our interactions
- › Endeavour to resolve any enquiries related to the work we are doing or provide details of an alternate contact who can help

Help us to help you

We request that you:

- › Treat our staff with courtesy and respect
- › Respect the rights of other customers
- › Provide accurate and complete details relating to your enquiry

- › Work with us to solve problems
- › Provide us with feedback to help us improve our services to you
- › Respect community property

Complaints, compliments, and feedback

While we strive to do our best for the community, we understand that there will be times when we may not meet your expectations. We value our customers' input on how we can do better, and your voice is important to us.

If you are dissatisfied with a service, process, or staff member of Riverina Water, complaints can be made via the following methods:

- › **In person:** At our administration office at 91 Hammond Avenue during normal business hours
- › **Phone:** (02) 6922 0608
- › **Mail:** PO Box 456, Wagga Wagga NSW 2650
- › **Online:** Via the form on our website – rwcc.nsw.gov.au
- › **Email:** admin@rwcc.nsw.gov.au

It may be necessary to request that a complaint be provided in writing to ensure accuracy and additional information to assist with a timely review and response.

All complaints are managed under Riverina Water's Complaints Handling Policy.

We also want to hear about your positive experiences with our staff or services so we can keep doing more of what you like and acknowledge our team members for good work.

Privacy and personal information

Riverina Water is committed to protecting the privacy of our customers, business contacts, Board members, employees, contractors and volunteers.

Riverina Water maintains strict control over the use and disclosure of personal information in line with our Privacy Management Plan, privacy policy and document management guidelines.

Document name	Customer Service Charter
Responsible area	Corporate Services

Approved by	Riverina Water Board – Res 23/067
Approval date	22 June 2023
Associated documents	Complaints Management Policy Privacy Policy Privacy Management Plan Code of Conduct Integrated Water Cycle Management Plan (service levels)
Policy history	Customer Charter 2016 Customer Charter 2012
Review schedule	Every four years (once per Board term)