

# Complaint Handling and Dispute Resolution Policy



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<b>Policy</b> Complaint Handling and Dispute Resolution	<b>Approved by Board on</b> June 2026
<b>Maintained by</b> CEO	<b>CEO name</b> Philip Holliday
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## Table of Contents

1. Policy statement .....	3
2. Purpose .....	3
3. Scope.....	3
4. What is a complaint? .....	3
5. Accessibility and support .....	4
6. Service Standards .....	4
7. Complaint Handling Procedure.....	4
8. Escalation and internal review.....	4
9. External dispute resolution .....	5
10. Customer notification .....	5
11. Continuous Improvement .....	5
12. Policy Review .....	5



## 1. Policy statement

Murrumbidgee Irrigation (**MI**) is committed to handling customer complaints in a fair, timely, transparent, and consistent manner.

MI recognises that effective complaint handling:

- Builds trust with customers and stakeholders
- Supports compliance with regulatory and EWON requirements
- Identifies risks, systemic issues, and opportunities for improvement

All complaints will be:

- Acknowledged within 5 business days
- Investigated impartially
- Resolved fairly and within 30 business days
- Where a complaint requires more complex investigation, customers will be kept informed and provided with updated timeframes
- Used to improve MI services, systems, and customer outcomes

Customers have the right to escalate unresolved complaints to the Energy & Water Ombudsman NSW (**EWON**), and MI will cooperate fully with all external dispute resolution processes.

## 2. Purpose

This policy sets out MI's approach to receiving, recording, investigating and resolving customer complaints and disputes. It is designed to ensure compliance with MI's Operating Licence, EWON requirements and AS 10002:2022 – *Guidelines for complaint management in organisations*.

## 3. Scope

This policy applies to:

- All customer complaints relating to MI's services, decisions, actions, products, employees, contractors or representatives
- Complaints about the handling of a previous complaint
- All MI employees, contractors and representatives involved in receiving, recording, investigating, resolving or escalating complaints

This policy applies to complaints received through any specified channel, including phone, email, online, in writing or in person.

## 4. What is a complaint?

A complaint is an expression of dissatisfaction made to or about MI, relating to its products, services, decisions, actions, employees, contractors, representatives or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or required by law.

A customer does not need to use the word "complaint" for their concern to be treated as a complaint.

Complaints are distinct from general enquiries or service requests, although these may become complaints if dissatisfaction is expressed.



## 5. Accessibility and support

Customers can make a complaint free of charge through a range of accessible channels and are not required to submit complaints in writing. MI will provide reasonable assistance to customers who require support to lodge or progress a complaint.

Complaints can be made in the following ways:

- Phone: 02 6962 0200
- Email: [info@mirrigation.com.au](mailto:info@mirrigation.com.au)
- In person: Visit our office (86 Research Station Road, Hanwood)
- Online: Via our website [www.mirrigation.com.au](http://www.mirrigation.com.au)

Customers may authorise another person to act on their behalf where appropriate authority is provided.

## 6. Service Standards

MI commits to the following minimum service standards:

- Acknowledge complaints within 5 business days
- Resolve complaints within 30 business days
- Where a complaint requires more complex investigation, customers will be kept informed and provided with updated timeframes

## 7. Complaint Handling Procedure

MI's complaint handling process includes:

- Receiving and recording the complaint
- Acknowledging receipt
- Assessing urgency, risk and complexity
- Assigning responsibility
- Investigating and gathering relevant information
- Communicating with the customer during the process
- Making and communicating a decision
- Recording the outcome and closing the complaint

All complaints, actions and outcomes will be documented in MI's complaint management system

## 8. Escalation and internal review

Complaints may be escalated internally where:

- The matter is complex or high risk
- The customer is dissatisfied with the outcome
- Legal, financial, safety, privacy or systemic issues are identified

MI will ensure appropriate senior review and management of conflicts of interest where required.



## 9. External dispute resolution

If a customer is not satisfied with MI's response, or if a complaint remains unresolved, the customer may refer the matter to the Energy and Water Ombudsman NSW (EWON).

EWON is a free and independent service that helps resolve disputes between customers and water providers. Customers may refer complaints to EWON where they are dissatisfied with MI's response

MI will:

- Cooperate fully with EWON
- Respond within required timeframes
- Consider and implement recommendations where appropriate

EWON contact information:

- Phone: 1800 246 545
- Website: [www.ewon.com.au](http://www.ewon.com.au)

Customers can contact EWON at any time, but we encourage customers to give us the opportunity to resolve their complaint first.

## 10. Customer notification

MI will provide written notice to customers at least once each financial year advising that this policy is publicly available online and summarising its key points.

Records of annual notification will be retained for compliance purposes.

This Policy will be published on MI's website and customers will be notified its availability on an annual basis.

## 11. Continuous Improvement

MI will maintain a register of customer complaints in accordance with operating licence requirements, including details of complaint type, status, resolution timeframe and outcome. Complaint records will be retained for a minimum period of 6 years.

This Policy will be published on MI's website and customers will be notified its availability on an annual basis.

## 12. Policy Review

This policy will be:

- Approved by the Board, and
- Reviewed at least every five (5) years, or earlier if required.