

Complaints handling

We are committed to providing our customers with excellent service. If you are dissatisfied with any aspect of our services, we would like to hear from you as this feedback helps us monitor and improve customer service levels. Similarly, if you have experienced exceptional service, please tell us.

Our [feedback, compliments and complaints policy](#) provides a framework for our staff to address your complaint to ensure we respond to your needs.

To give feedback, you can:

1. Call us on 1300 662 077.
2. Mail us at: Customer Service Centre – **WaterNSW PO Box 398, Parramatta, NSW 2124.**
3. Email us at Customer.Helpdesk@waternsw.com.au
4. [Schedule an appointment](#) and meet us in person – talk to a WaterNSW employee at one of our [local offices](#).
5. Submit your [feedback online](#).

If we cannot resolve your concern at first contact, we will acknowledge its receipt within two business days and move to resolve it within our response timeframes.

Managing the complaint

WaterNSW aims to provide a consistent and fair process when managing your complaint, by following our 5-step complaint management system:



If a customer behaves in an unacceptable or unreasonable manner, we may cease communicating with them to protect the wellbeing of our staff.

Resolution

Complaints remain open until they are resolved, where possible, to the satisfaction of the customer or if every avenue for resolution has been explored and the best outcome has been offered. Closure involves recording the resolution and notifying the complainant.

Energy and Water Ombudsman NSW (EWON)

You have the right to contact the [Energy and Water Ombudsman NSW \(EWON\)](#) if you are not satisfied with how we have handled your complaint. For more information on EWON, please view our [fact sheet](#) or visit their website at ewon.com.au

Post: Level 11, 133
Castlereagh Street,
Sydney NSW 2000

Phone toll free:
1800 246 545

Email:
complaints@ewon.com.au

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