



Shire of Lake Grace  
 Reply Paid 50  
 LAKE GRACE WA 6353



Copies of the form in this brochure are also available from the Shire's website, [www.lakegrace.wa.gov.au](http://www.lakegrace.wa.gov.au)

**Complaints and feedback can be submitted by:**

- Using the reply paid form in this brochure.
- In person from 8.30am - 4.30pm Monday to Friday at the Shire Office, 1 Bishop Street, Lake Grace WA
- By email: [shire@lakegrace.wa.gov.au](mailto:shire@lakegrace.wa.gov.au)
- By mail: PO Box 50, Lake Grace WA 6353
- By fax: (08) 9890 2599
- By phone: (08) 9890 2500

For general enquiries and requests please contact our Customer Service Officer.

If you have hearing or speech difficulties you can call the National Relay Service on 133 677 and request number 08 9890 2500. A large-print version of this brochure can be requested at the Shire's front desk free of charge or found on the Shire's website.

If English is not your first language, call the telephone interpreter service on 13 14 50 and request number 08 9890 2500.

**Energy and Water Ombudsman**

- PO Box Z5386, Perth WA 6831
- [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)
- (08) 9220 7588 or 1800 754 004 (toll free for country callers)
- <http://www.ombudsman.wa.gov.au/ewowa/index.htm>

**State Administrative Tribunal**

- Level 6, 565 Hay Street, PERTH WA 6000
- GPO Box U1991, Perth WA 6845
- (08) 9219 3111 or 1300 306 017 (cost of a local call)
- Contacts and feedback page on the SAT website <https://www.sat.justice.wa.gov.au/>
- Documents can be filed using the e-Courts portal <https://ecourts.justice.wa.gov.au/>

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**Shire of Lake Grace**



**Complaints and Feedback**

**Lake Grace Sewerage Scheme**



**We value feedback from our customers on our services**

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 Cut off bottom with guillotine just above the dotted line

## We value your feedback

The Shire wants to hear from our customers. If you are unhappy with a service that the Shire has provided let us know so that we can fix the problem quickly.

We also want to hear if you are happy with our service, so that we know what is important to you. Your feedback will help us to continually improve our services.

We are committed to:

- Treating our customers with courtesy and sensitivity.
- Responding quickly and effectively to feedback.
- Being fair, flexible and responsible when resolving matters.
- Seeking satisfactory outcomes for all.

## How to lodge a complaint or request for review of charges

If you wish to have your Sewerage Charges reviewed, provide feedback or lodge a complaint; you may use this form. Alternatively you can lodge your complaint or review request with the Energy and Water Ombudsman; you can also make an appeal to, or apply for a review of, the decision to the State Administrative Tribunal.

We encourage you to contact us directly in the first instance to enable a quick and effective resolution, free of charge. Seeking counsel from the Ombudsman is also free, but the State Administrative Tribunal may incur legal and administrative fees.

## Complaints resolution and charges review process

If you are submitting this form, it will be passed onto the appropriate officer for action, you will receive acknowledgement within 2 business days.

We will postpone any debt recovery action while a billing complaint is being investigated or review of charges is being undertaken. We will advise you of the outcome within 15 business days. Where a customer has been incorrectly charged an invoice/refund will be issued within 15 days.

If you are not satisfied that the outcome is fair and reasonable, you can request that we advise you of the reasons for the outcome in writing, refer the complaint to the Energy and Water Ombudsman or lodge the decision to the State Administrative Tribunal.

## Complaints and Feedback

Completed forms can be submitted in person, faxed, emailed or posted to the Shire of Lake Grace. Please note this form is not to be used for work requests. If you have a works request concerning a road, footpath, tree etc. please use the Shire's Work Request Form.



Is this a:  Complaint  Feedback

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### Details of Complaint or Feedback *(please include dates, times, location)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Do you have any ideas or suggestions on how we can fix the issue?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### OFFICE USE ONLY

Receiving Officer Name: \_\_\_\_\_ Date Received: \_\_\_\_\_

Responsible Officer: \_\_\_\_\_ Date Completed: \_\_\_\_\_

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