

How to Handle a Problem with the WATER CORPORATION

WACOSS
Utilities Hotline
Information & Advice
9420 7217

*HELP! I have a complaint
how can I sort it out?*

*I haven't been able to sort it
out, who else can help me?*

*Take the next step to the
Department of Water*

*The issue is still not
resolved?*

*The State Ombudsman
may be able to assist you*

WACOSS CUP CONTACTS
Post 2 Delhi St West Perth
6005

Phone 9420 7222

Fax 9486 7966

Email

consumers@wacoss.org.au

Website

wacoss.org.au/utilities/index.htm



The Water Corporation is guided by a **customer charter** for complaints management (see Water Information Sheet #1 for further details on the Charter)

Customers can lodge a complaint with the **Water Corporation** by:

Telephone 1313 85

Email cust_centre@watercorporation.com.au

Website www.watercorporation.com.au

Post Locked Bag 2,
Osborne Park Delivery Centre, WA 6916

In Person 629 Newcastle Street,
Leederville, WA 6007

The Department of Water can receive water complaints in the Water Corporation is unable to assist customers.

Customers can Lodge their complaint with the **Department of Water** by:

Telephone: (08) 6364 6818

Email: wspbcomplaints@water.wa.gov.au

Website: www.water.wa.gov.au

Post: Customer Services Officer
Industry Support Services
Department of Water
PO Box K822, Perth WA 6842

You can also download a copy of the **Department of Water Complaint Form** from the WACOSS CUP website.

The **State Ombudsman** can investigate complaints as a last resort if you are unsatisfied with the Water Corporations and Department of Water's response.

You can contact the State Ombudsman to lodge your complaint by:

Telephone: (08) 9220 7555 (1800 117 000 for country areas only)

Fax: (08) 9325 1107

Email: mail@ombudsman.wa.gov.au

Website: www.ombudsman.wa.gov.au

Post: PO Box Z5386, St Georges Tce,
Perth WA 6831

In Person: Level 12, St Martins Tower, 44 St Georges Tce
Perth WA

Ways to make a difference

WACOSS Consumer Utilities Project is funded by the
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