

# How to Handle a Problem with AqWest Bunbury Water Board

**WACOSS  
Utilities Hotline  
Information and 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



AqWest Bunbury Water Board is guided by a **Customer Service Charter** for complaints management.

You can lodge your complaint with **the AqWest Bunbury Water Board** by:

**Telephone:** (08) 9780 9500  
**Email:** [aqwest@aqwest.wa.gov.au](mailto:aqwest@aqwest.wa.gov.au)  
**Website:** [www.aqwest.wa.gov.au](http://www.aqwest.wa.gov.au)  
**Post:** PO Box 400, Bunbury WA 6231  
**In Person:** 5 McKinnon Way, Bunbury WA

The Department of Water can receive water complaints if the Water Board 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](mailto:wspbcomplaints@water.wa.gov.au)  
**Website:** [www.water.wa.gov.au](http://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 the office of last resort if you are unsatisfied with the Water Corporation 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](mailto:mail@ombudsman.wa.gov.au)  
**Website:** [www.ombudsman.wa.gov.au](http://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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