

How to Handle a Problem with Busselton 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

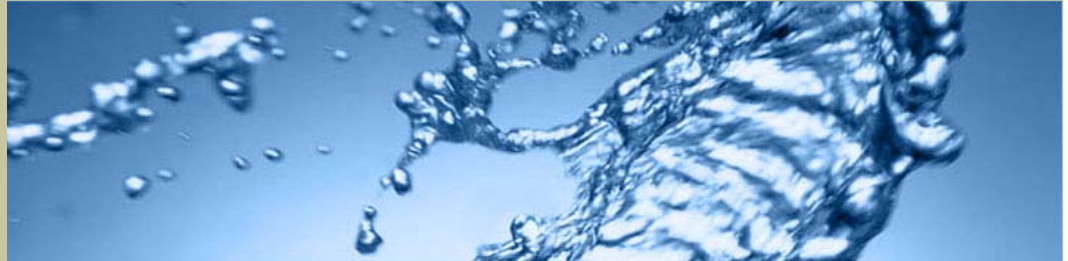
Fax 9486 7966

Email

consumers@wacoss.org.au

Website

[wacoss.org.au/utilities/index
.htm](http://wacoss.org.au/utilities/index.htm)



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

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

Telephone: (08) 9754 1811
Email: admin@busseltonwater.wa.gov.au
Website: www.busseltonwater.wa.gov.au
Post: PO Box 57 Bussellton WA 6280
In Person: 11 Fairbairn Way, Busselton 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
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 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
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
WA Department of Consumer & Employment Protection

