



Complaints Form

Your details

Title: _____ First name: _____ Surname: _____

Business name: _____

Address _____

Suburb: _____ State: _____ Postcode: _____

Main phone: _____ 2nd phone: _____

Email: _____

Location related to complaint

Address: _____

Suburb: _____ State: _____ Postcode: _____

Summary of complaint

Please tell us clearly where we did not meet your expectations. If you have a reference number from previous correspondence, an invoice, etc, please provide us with the details.

Previous contact

Where possible, please provide names and times of discussions held with Harvey Water staff.

Result

Please provide details of the outcome or agreed course of action.

Your expectations

Please detail how you would like your complaint resolved.

Further comments

Please detail any other comments here. We understand that sometimes you might have a complaint about our products or services. We'll listen to your complaint and do everything we can to resolve it.

Your privacy will be maintained at all times in accordance with our privacy policy which is available on our website.

Please post completed form with copies of any relevant documents that would assist with this complaint to:

Rural Water Services Pty Ltd
PO Box 456
HARVEY WA 6220