

# Complaints about our service



Tautohetohe Whaipainga | Utilities Disputes (UDL) sorts complaints about electricity, gas, water, telecommunications, or broadband installation (shared property).

Our service is free, independent and fair.

## How to complain about us

Sometimes our services may not meet your expectations. If this is the case we want your feedback. You can make a complaint about our service at any stage.

### What to expect if you make a complaint?



- we will take your complaint seriously
- we let you know how we intend to investigate it
- we will consider your complaint thoroughly, impartially, and within reasonable time
- we will let you know the outcome of your complaint

## Who can complain?

You can complain if you have made a complaint or contacted us for information or attempted to access our service. You can also complain if you are a provider who we have engaged with as part of the services we provide. You cannot raise a complaint against UDL if you have an active complaint against a provider.

## What can you complain about?

You can complain about almost any part of our service. For example:

- how long it takes to look at your complaint
- the way a member of our staff behaved
- difficulties accessing our services
- the way we processed your complaint

## What can't you complain about?

We cannot consider complaints about the outcome or decision that was issued, such as a recommendation or a decision to not consider your complaint further. This is because the Commissioner can decide what is fair and reasonable.

If you are dissatisfied with the decision you may want to refer your complaint to another forum such as the Disputes Tribunal or the district court.

If you obtain new information or evidence relating to the issue you can contact us to discuss whether this would provide grounds for a new complaint.

## What happens when you make a complaint?

We will acknowledge your complaint within 2 working days and let you know how we intend to investigate and resolve it.

If we believe we might be able to investigate and resolve it quickly, we will let you know. In this case, we will try to resolve the complaint within 10 working days of receiving it.

If we believe it will take more time to investigate and resolve your complaint we will let you know.

We will also confirm whether your complaint needs to be investigated by the Board, which may happen if we believe it raises a particularly serious issue or it involves the conduct of the Commissioner. We try to resolve those complaints within 25 working days.

If we cannot resolve your complaint within the expected period, we will notify you with an updated timeframe.

## How will we investigate your complaint?

We may:

- discuss the complaint with you
- appoint someone who was not involved in the complaint to review what happened
- involve senior staff or external person(s)
- review your experience against our policies.

## What will we do at the end of the process?

We will let you know the outcome of any investigation, including any action we might take as a result. Outcomes of previous complaints have included the Commissioner publishing a practice statement on a topic, reviewing an investigation, and apologising for delays in dealing with a complaint.

There is no right of appeal or review following the outcome of a complaint against our services.

## How to lodge a complaint against our service?



You can complain to any Utilities Disputes staff member. You can also send a complaint directly to our Commissioner or to the Board Chair at:

### Email

commissioner@udl.co.nz  
chair@udl.co.nz

Or by mail to PO Box 5875, Wellington 6140. Freepost 192682.

Get in touch if you'd like to make a complaint against our service.

## Get in touch

Our service is free, independent, and fair



0800 22 33 40



Scan to contact us

info@udl.co.nz  
udl.co.nz  
PO Box 5875  
Wellington 6140  
Freepost 192682