

Looking into your complaint



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

Our service is free, independent and fair.

What we do if we investigate your complaint

Our aim is to reach a fair outcome for your complaint. This means we:

- take into account the law and good industry practice
- encourage you and the provider to find a solution together.

We follow a three step process:

1

Facilitation

A conciliator at UDL talks with you and the provider about what has happened. We ask you about your ideas for solutions. We like to hold a meeting with you and the provider on the phone or in person.

2

Investigation

When the information is not clear or agreed, we investigate further. The investigation may help you and the provider find an agreeable outcome.

We ask you and the provider for supporting information such as call notes, bills, receipts, letters, and emails. You and the provider can access the information we receive.

We may also:

- get advice from legal or technical experts
- visit the site
- write a report explaining what we have found.

3

Recommendation

If you and the provider still cannot agree, either of you can ask the Commissioner to recommend a settlement.

You and the provider can comment on the recommendation before it is final. The recommendation is binding on the provider if you accept it.

If you do not accept the recommendation, you may be able to take your complaint to the Ombudsman, Disputes Tribunal, or the district court.



What you do

- explain your view
- give us relevant and accurate information about the complaint
- make decisions about solutions, including whether you accept the Commissioner's recommendation.

You may:

- get advice from a support person or lawyer at your cost
- choose someone to act on your behalf – we will need your permission to deal with that person
- withdraw from our process at any time.

We expect you will keep paying your current bills and any undisputed bills.

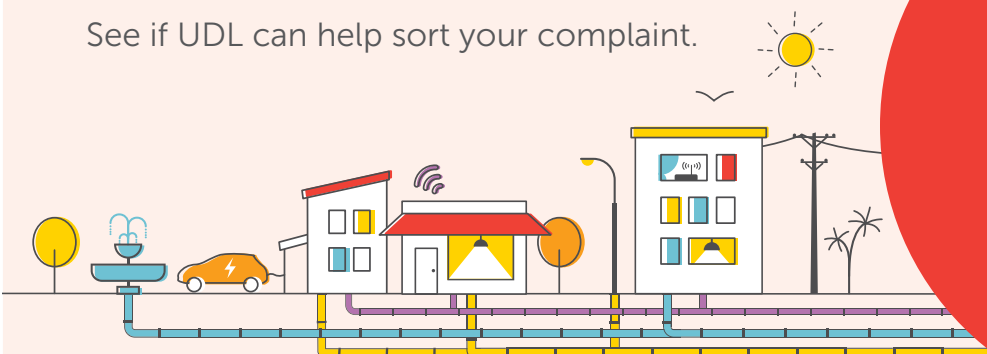


What the provider does

- gives us the information we ask for
- makes decisions about solutions
- complies with the Commissioner's recommendation if you accept it.

Get in touch

See if UDL can help sort your complaint.



0800 22 33 40



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