

# Complaints Procedure

## Our Policy

GasNet prides itself on offering prompt, efficient and highly personalised service, in all aspects of dealings with us, whether it be with our customers, consumers or members of the public. It is therefore our policy to ensure that:

1. Complaints are resolved informally and on the spot whenever possible.
2. All complaints are promptly escalated to the attention of the relevant manager.
3. All complaints are dealt with fairly and promptly and that all issues are resolved as quickly as possible.
4. In dealing with any complaints, the complainant will have their issue(s) handled in a courteous, prompt and professional manner.
5. Where any person is dissatisfied with the outcome of our managerial efforts to resolve their complaint, the matter will be raised with our General Manager.
6. Complainants are notified of their rights to refer their complaint to Utilities Disputes.
7. The complaints process is free for consumers to use.

## What is a Complaint?

A Complaint is an expression of dissatisfaction with our level and quality of service or policies or procedures. Dissatisfaction may arise from the service provided by employees, contractors and systems or from the impact of a particular policy or procedure.

A complaint may be lodged by any person, in writing, by phone, fax, online via our website or in person. A complaint may also be lodged by a third party acting for a person where such party acts as an intermediary, a legal representative or a regulatory body.

## Making a Complaint

If you have a complaint or wish to provide feedback regarding service that you have received from GasNet, simply contact us by:

**Phone:** (06) 349 2050, 8am-5pm Monday to Friday

**Online:** [www.gasnet.co.nz](http://www.gasnet.co.nz)

**Email:** [complaints@gasnet.co.nz](mailto:complaints@gasnet.co.nz)

**Fax:** (06) 349 0135

**Mail:** GasNet Limited  
PO Box 7149  
Wanganui 4541

**In person:** 8 Cooks Street  
Wanganui

If you wish to lodge your complaint in writing, please complete and submit our Complaints form on page 3.

## **Our Resolution Process**

Upon receipt of your complaint we will either;

1. endeavour to resolve your complaint to your satisfaction, or
2. refer your complaint to another party, such as your retailer, if it is more appropriately dealt with by that party. In this event we will advise you that we have referred your complaint on and provide you with the appropriate name and contact details.

## **Not Satisfied?**

If you are not happy with any aspect of the process that we followed after receiving your initial complaint (including our proposed resolution), please contact us to advise us of your dissatisfaction.

All feedback received will be reviewed by our General Manager who will undertake a review of our process with due consideration to your concerns. On completion of the General Manager's review you will be advised the outcome of the review.

## **Still Not Satisfied?**

We will do our very best to resolve any issues directly with you, but in the event that you are still not satisfied you can contact Utilities Disputes on 0800 22 33 40 or go to [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz) Utilities Disputes is a free and independent service for resolving complaints about utilities providers.



**COMPLAINT FORM**

***Your Details:***

Name: .....

Company: .....  
(if applicable)

Address: .....

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Postal Address: .....  
(If different from above)

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Telephone: ..... Mobile: ..... Fax: .....

Email: .....

How would you prefer to be contacted? Phone  Mail  Email  Fax

***Your Complaint:***

Please describe the full details of your complaint using additional sheets if required. Please sign and date this form before returning.

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***Your Preferred Resolution:***

Please describe what you would like us to do in order to resolve your complaint. Please note that you are not required to complete this section, but if you do it may assist us resolve your complaint more quickly.

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Your signature: ..... Date: .....

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***Administration Use Only***

Date Received: ..... Kern Reference Number: .....

Received by: ..... Referred to: .....

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