

Service charter



Utilities Disputes | Tautohetohe Whaipainga is here to help you with questions or complaints about electricity, gas, water, or broadband installation on shared property. Our service is free, independent, and fair.

Our service charter confirms how we will engage with you and how we expect you will engage with us when using our processes. It is a living document and we may change or amend the principles it contains from time to time.

What you can expect from our service

Our service is free to the public. When using our service, you can expect us to be:

- Accessible
- Independent
- Fair
- Efficient
- Effective
- Accountable

When you use our service, we will:

- treat you with respect and courtesy
- accommodate your needs
- listen to you and give you the opportunity to have your say
- follow through with what we say we will do

- give you clear and accurate information
- update you about progress on your complaint
- respond to you promptly
- progress enquiries and complaints quickly
- give reasons for any decisions we make about your complaint
- value your feedback

What we expect from you

When you use our service, we expect you to:

- treat Utilities Disputes staff with respect and courtesy
- participate in the process
- respond to our requests for information promptly and accurately
- update us about any changes to your circumstances or contact details
- tell us about any decisions you make about your complaint, including deciding not to continue your complaint or take your complaint elsewhere.

Tell us if you have a disability or any additional needs in accessing our service, such as an interpreter or to receive information in a certain way.

We will not tolerate unreasonable behaviour or conduct that puts our staff at risk of physical or mental harm. This includes behaviour that is:

- threatening
- bullying
- intimidating
- discriminatory.
- abusive



How we manage your information

We collect information about you and your complaint. We comply with privacy laws and our privacy statement¹ when we collect, store, use, and release personal information.

Passing information

We may ask you and the provider to give us information about your complaint. We will share information we receive from you with your provider, and from the provider to you.

Sometimes you or the provider may not want us to pass information to the other party for personal or commercial reasons. Please discuss this with us first.

Privacy waivers

If you ask us to refer your complaint to a provider or consider your complaint, we will ask you for a privacy waiver. This allows the provider to share information we ask for about your complaint, and allows us to share information you give us with the provider.

1 www.udl.co.nz/privacy-statement

2 <https://www.udl.co.nz/assets/About-us/Comments-complaints-compliments/IS13-Complaints-about-our-service-v2.pdf>

How you can compliment or complain about our service



Compliments and general suggestions for improvement

We value your feedback. We may send you a feedback form about the services we have provided to find out how we did. Please let us know if you have any questions.

Please let us know if you think we have provided you with good service or if you have any suggestions on how the service may be improved. You can do this on the feedback form or by sending comments to info@udl.co.nz.

Complaining about our service

Sometimes our service may not meet your expectations. If that is the case, we want to know. You can make a complaint about our service at any stage. You can raise the matter with the staff member you dealt with. You can also ask to speak with that person's manager. We will do our best to resolve your concerns.

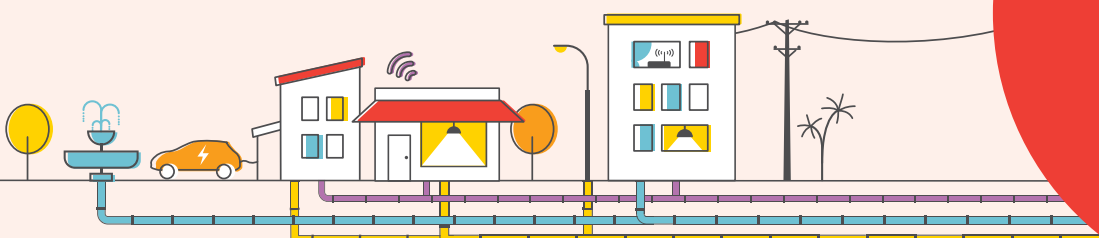
You cannot raise a complaint against UDL if you have an active complaint against a provider.

More information is available on our info sheet *Complaints about our service*².

UDL resolves complaints about electricity, gas, water and broadband installation (shared property).

Get in touch

Our service is free, independent, and fair



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