

# CUSTOMER COMPLAINT FORM

Use this form to lodge a complaint

## 1. CUSTOMER DETAILS

Account No.	2							
Last Name				First Name				
Email				Phone				
Preferred contact Method								

## 2. PROPERTY DETAILS

Unit No.			Street No.		
Street					
Suburb			Postcode		

## 3. COMPLAINT DETAILS

Complaint Summary

## PRIVACY STATEMENT

TasWater is bound by the *Tasmanian Personal Information Protection Act 2004* and the *Commonwealth Privacy Act 1988*. We may collect personal information from you in order to enable us to provide water, sewerage and ancillary services to you. If we do not collect that information we may not be able to provide a service to you or process any application or complaint you make to us. We will only use your personal information in connection with our dealings with you – for example, in relation to account billing and concessions, development applications and complaints. We will not use your personal information except for the purpose for which it was collected, nor will we disclose it to any other person except as permitted or required by law. This may include disclosure to contractors and agents we engage to perform or assist in a relevant function or activity or, where necessary, to other public sector bodies for the efficient storage and use of the information. At all times your personal information will be managed in accordance with the Personal Information Protection Act and the Privacy Act. To understand more about our obligations and your rights, including your right to request access to personal information we hold about you, please see the information on our website at [www.taswater.com.au/About-Us/Governance-and-Policies](http://www.taswater.com.au/About-Us/Governance-and-Policies), email our Privacy Officer at [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au) or request in writing to the Privacy Officer, TasWater GPO Box 1393, Hobart TAS 7001.

## PLEASE RETURN FORM TO TASWATER

Mail	GPO Box 1393 Hobart TAS 7001	Email	<a href="mailto:enquiries@taswater.com.au">enquiries@taswater.com.au</a>
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