

# Customer Complaints



***Kleenheat***

# Tell us how we can help

Kleenheat is committed to providing the highest standard of products and customer service.

We always welcome feedback, so if you're ever dissatisfied or have suggestions on ways we can improve, please give us the opportunity to investigate or put things right.

## How to submit a complaint

**Phone:** 13 21 80  
**Online feedback form:** [kleenheat.com.au/contact](http://kleenheat.com.au/contact)  
**Write:** Complaints  
Kleenheat  
PO Box 4184  
Myaree Business Centre WA 6960



**Translating and Interpreting Services:** 13 14 50



**TTY User:** Call 13 36 77 and ask for 13 21 80

## How long will it take?

We aim to resolve issues at the first point of contact, but also commit to responding to feedback within two (2) business days.

If we're unable to resolve your issue within this time, a supervisor, manager or an appropriate person will investigate further and provide a response within 10 business days. We'll keep you updated on progress along the way.

## Unresolved complaints

If your complaint is not resolved to your satisfaction, Kleenheat also has a Customer Advocate dedicated to reviewing the issue.

To contact our Customer Advocate:

**Phone:** 13 21 80  
**Email:** [customeradvocate@kleenheat.com.au](mailto:customeradvocate@kleenheat.com.au)  
**Write:** Customer Advocate  
Kleenheat  
PO BOX 4184  
Myaree Business Centre WA 6960

## Escalating your complaint

You can request your complaint be handled at a higher level. When submitting your complaint, please let us know if you'd prefer your issue be referred to a supervisor or manager.

## External review

While Kleenheat aims to resolve all complaints internally, if you're not satisfied you have the right to refer your issue to an external body.

If you're a natural gas or reticulated LPG customer, you can refer your complaint to:

### **Energy & Water Industry Ombudsman Western Australia**

PO Box Z5386 St Georges Terrace, Perth WA 6831

Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

Visit: [ombudsman.wa.gov.au/energy](http://ombudsman.wa.gov.au/energy)

Phone: (08) 9220 7588 or 1800 754 004

If you are a LPG cylinder customer you can refer your complaint to:

### **Department of Commerce Consumer Protection (for WA customers)**

Phone: 1300 304 054

### **Northern Territory Consumer Affairs**

Phone: 1800 019 319

**Wesfarmers Kleenheat Gas Pty Ltd**

ABN 40 008 679 543

Building 161 Car Park 12 Murdoch University Murdoch WA 6150  
PO Box 4184, Myaree Business Centre, WA 6960

13 21 80

[kleenheat.com.au](http://kleenheat.com.au)

Kleenheat is part of

 **Wesfarmers Chemicals, Energy & Fertilisers**

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