

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
Write to: Complaints
Kleenheat
PO Box 8248
Perth WA 6849

Customers with special needs



Non-English speaking customers, can contact us via the Translating and Interpreting Service (TIS National) on 13 14 50.



Customers who are hearing impaired, can contact us via the Telephone Typewriter (TTY) National Relay Service on 13 36 77.

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
Write to: Customer Advocate
Kleenheat
PO Box 8248
Perth WA 6849

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.

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
Visit: energyandwater.ombudsman.wa.gov.au
Phone: (08) 9220 7588 or 1800 754 004

Wesfarmers Kleenheat Gas Pty Ltd

ABN 40 008 679 543

Level 5, 11 Mounts Bay Road, Perth WA 6000
PO Box 8248, Perth WA 6849

13 21 80

kleenheat.com.au

Kleenheat is part of

 **Wesfarmers Chemicals, Energy & Fertilisers**

Kleenheat