

Customer complaint form

We strive to provide you with the highest level of service at all times. If this has not been the case, or if we have not handled something to your satisfaction, please detail your concerns below.

Your details

Title (eg Mr, Mrs): _____ Surname: _____ First names: _____

Horizon Power account number: _____

Account address: _____

Suburb: _____ Postcode: _____

Your preferred contact number during business hours: _____

Email: _____

Category

Please tick the box which best reflects the issue:

☐

Billing and accounts

☐

Reconnection

☐

Customer transfers - transfer from one retailer to another, eg delays

☐

Marketing

☐

Connection

☐

Other

☐

Disconnection

The issue

Please tell us clearly where we failed to meet your expectations. (add extra pages if necessary, and attach copies of relevant documents)

Previous contact

Where possible, please provide names and times of discussions held with Horizon Power people:

What was the result of your discussions?

Please provide details of the outcome or further course of action:

Your expectation

Please indicate what you would like to see happen to resolve your complaint or improve our service in the future:

Signed _____ Date _____

Thank you for your valuable feedback. We will provide you with a written acknowledgement within 10 working days. In the meantime, should you have any further queries whilst your complaint is being processed, please do not hesitate to contact Horizon Power on 1800 267 926.

For Horizon Power Use

Date received: _____

Acknowledgement

Due date _____ Date sent _____ DM# _____

Prepared by: _____

Reply

Due date _____ Date sent _____ DM# _____

Prepared by: _____

18 Brodie Hall Dr, Bentley WA 6102
1800 267 926

This document is available in alternate formats on request



Interpreter service: 13 14 50



TTY: 133 677

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horizonpower.com.au

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Enquiries:

E: enquiries@horizonpower-reply.com.au P: 1800 267 926

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