

Case study: Water New Zealand

Water New Zealand is a national not-for-profit sector organisation comprising approximately 1500 corporate and individual members in New Zealand and overseas.

Client situation

Water New Zealand wanted to help Local Government member organisations improve their performance in complaints management, following publication of the 2013-14 National Performance Review and the introduction of new statutory measures for 2015.

How did we help?

Price Perrott worked with Water New Zealand and the Department of Internal Affairs (DIA) to develop and host a best practice online education webinar for Local Government. We produced a tailored webinar based on our insights into complaints handling, the latest AS/NZ 10002:2014 International Complaints standard and our experience in Local Government complaints management.

Results achieved

The webinar introduced Local Government to both the benefits of good practice in complaints management and the DIA drivers for implementing mandatory drinking water, storm water and waste water complaints reporting. Webinar benefits included:

- Assisting councils, Water New Zealand and DIA to address long-standing, contentious issues in water complaints reporting
- Improving understanding amongst all parties of the benefits of a positive complaints management culture
- Brokering a conversation between Local and Central Government on the new mandatory performance measures.



We gained a better understanding of what it means to have a positive complaints management culture.

Water New Zealand has changed its benchmarking to focus reporting on councils' complaint management systems.



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