



Horizon Power  
PO Box 1066, BENTLEY DC WA, 6983  
Phone 1800 267 926 (residential) or 1800 737 036 (business)  
Facsimile 1800 420 998  
Email enquiries@horizonpower-reply.com.au

## 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:

- |  |                                       |
|--|---------------------------------------|
| <input type="checkbox"/> Billing and accounts  | <input type="checkbox"/> Reconnection |
| <input type="checkbox"/> Customer transfers - transfer from one retailer to another, eg delays | <input type="checkbox"/> Marketing    |
| <input type="checkbox"/> Connection  | <input type="checkbox"/> Other        |
| <input type="checkbox"/> 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:

Five horizontal lines for text input.

**What was the result of your discussions?**

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

Five horizontal lines for text input.

**Your expectation**

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

Five horizontal lines for text input.

Signed: \_\_\_\_\_ Date:

Thank you for your valuable feedback. We will provide you with a written acknowledgement within 20 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: \_\_\_\_\_