



# Please help us improve our service

Nesian Point welcomes feedback when:

- We have done something well
- We have made a mistake
- We have treated you badly or unfairly
- We have made a wrong decision; or
- We can do something better or differently

We recognise that at times we may not meet your expectations.

Nesian Point encourages participants to express concerns or grievances by filing a formal complaint. Each item of feedback or complaint is taken seriously.

Reasonable and active steps to address dissatisfaction and improve the area of concern are taken wherever possible. Participants who provide feedback or file a formal complaint will not face retaliation or barriers to service.