

PO Box 475
Opotiki

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Mr Chris Power
Bay of Plenty Energy
P O Box 404
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Dear Chris

Thanks for the opportunity to comment on the Complaints Resolution Scheme. At the outset I need to say that, "I am not impressed", I read the consultation through twice because I thought I must have missed something but I feel that my initial reading was correct and I will try and give you some clear reasons why I am unenthusiastic.

Your company has what I think is a very effective complaints resolution programme where you appear to deal with complaints as they arise and you do not have to go on to some further resolution, they are dealt with adequately by your staff.

It would appear that a quick face to face, clear issue definition, with both sides agreeing to what the problem is would quickly enable resolution of an issue to be reached.

In the case of your company there is no cost to the complainant – a reasonable cost to the company – and a real sense of satisfaction that the provider has been able to "put something right".

It seems to me that member companies are already prepared to meet the cost of their current schemes, why the need to change? What is the benefit? To whom are the advantages? Probably more importantly what is the added cost going to be?

There may well be advantages in having the large group of retailers and distributors working together in a common resolution scheme. But to me it appears to be a development of another Wellington based bureaucracy that takes the resolution process far away from the locality where it needs to be dealt with.

As you know I have had many years working in local community dealing with health, housing, employment, recreation and local body affairs and to me the local quick action that can be taken by locally based community policy makes far more sense than dealing through a body that has to deal in Wellington. In fact my experience has been the closer you get to Wellington the longer the resolution of any problem takes.

It may well be that there are some big issues involved with distribution companies that need the bigger bodies in behind but it does not appear to me anyway, to be needed here in the Eastern Bay of Plenty.

I guess what I'm really saying is " why try and fix what ain't broke"

Yours sincerely

Don Riesterer