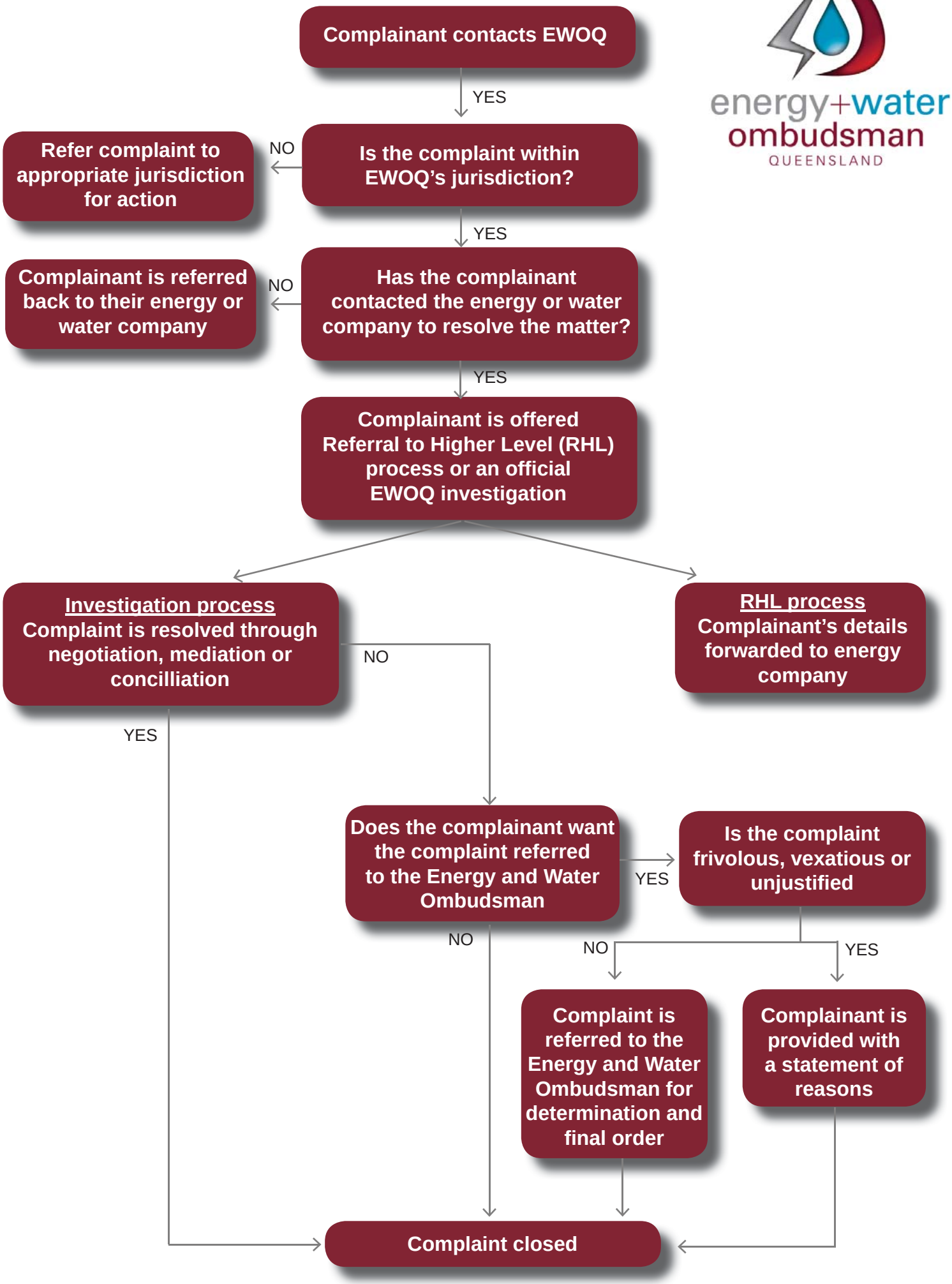
Complaint resolution process

energy+water ombudsman QUEENSLAND