

Grand Water & Sewer Service Agency

Customer Complaint Policy

Grand Water & Sewer Service Agency is committed to providing courteous, professional, and responsive service to our customers. We encourage customers to share concerns, complaints, or suggestions so we can address issues promptly and improve our services.

How to Submit a Complaint

Customers may submit a Customer Complaint Form by one of the following methods:

- **Email:** Manager@GrandWaterSewerUT.gov
- **In Person:** Grand Water & Sewer Service Agency
3025 E. Spanish Trail Road
Moab, UT 84532

A **Customer Complaint Form** must be completed for all formal complaints. The form is available on the Agency's website or may be obtained at the office during normal business hours.

Complaint Review

Upon receipt, the Agency will review the complaint and, when appropriate, contact the customer for additional information. The Agency will make reasonable efforts to investigate and respond to complaints in a timely manner.

Grand Water & Sewer Service Agency values customer feedback and is committed to resolving concerns fairly and professionally.

Grand Water & Sewer Service Agency

Customer Complaint Form

Date: _____

Customer Information

Name: _____

Service Address: _____

Mailing Address (if different): _____

Phone Number: _____

Email Address: _____

Complaint Information

Date of Incident (if applicable): _____

Department or Employee Involved (if known):

Description of Complaint

Please describe your concern in as much detail as possible. Attach additional pages if needed.

Desired Resolution

What would you like Grand Water & Sewer Service Agency to do to resolve your concern? Attach additional pages if needed.

Customer Signature

I certify that the information provided is true and accurate to the best of my knowledge.

Signature: _____

Date: _____

Agency Use Only

Date Received: _____

Received By: _____

Complaint Number: _____

Assigned To: _____

Date Closed: _____

Resolution/Disposition:This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.