

GUIDELINES

Using AI to write complaints

Generative artificial intelligence (AI) is a tool that many people now use daily. We encourage you to write a complaint in your own words. However, if you need assistance, AI can help you put your complaint into writing.

Use your own words to write complaints if you can

Using AI to write your complaint can complicate and confuse things. We prefer you use your own words. If you need help with putting your complaint into words, you can give us a call.

What is generative AI?

There are many generative artificial intelligence (AI) tools. These include platforms like ChatGPT, Google Gemini or Microsoft Copilot. These tools can generate text when given a prompt.

Protect your privacy

Protect your privacy and the privacy of others. Do not enter confidential, sensitive, legally privileged or personal information into public AI tools. This includes names and other identifying details.

Things to be aware of if you use AI

If you use AI, always check the results to make sure the information is true, accurate and relevant.

Using AI can:

- Lead to inaccuracies and incorrect facts to explain complaints
- Make the complaint unclear

If AI is detected in your complaint, we might:

- Ask for clarification
- Ask you to re-write your complaint in your own words
- Ask you to use our suggested AI prompt

If you use AI, you remain responsible for your complaint.

Make sure it is accurate, clear and based on your own experience.

Using AI to write your complaint

If you chose to use AI, here is a prompt to help:

“Write a complaint to the **[insert the name of the provider]** which is simple, clear and explains in my own voice **[insert what has happened]**. Explain that I want **[insert what you want to happen]**.”

How we use AI

At the Energy and Water Ombudsman WA, our staff do not use AI to make decisions. Decisions are always made by a person with the appropriate delegation and experience.