

How we handle your complaints and compliments

2017-18





What to do if you have a query

If you have a query about any of our services, the quickest way to contact us is by telephone.

If your query is about your bill or your meter call

0800 052 0145

For Welsh speakers call

0800 052 6058

For water or sewerage service

0800 052 0130

For Developer Services

(including information on new water or sewerage connections)

0800 917 2652

If you have hearing and/or speech difficulties you can call us using the text relay service by dialling **18001** followed by the number you are calling e.g. **18001 0800 052 0145**. This is a free service that allows you to speak or type.

What you can expect

If you call us we will do our best to get things sorted out whilst you are on the phone. Sometimes we may need to make an appointment to visit you before we can complete your query.

Contacting us by phone is the quickest way to get things sorted out, but you can also contact us by:

email:

Via one of our webforms. Please visit our website **dwrcymru.com** to do this.

writing to us at:

Dŵr Cymru Welsh Water
PO Box 690, Cardiff, CF3 5WL



What to do if something has gone wrong

If we have made a mistake or have done something wrong, please let us know straight away so we can put things right for you as quickly as possible.

First let us know what the problem is

The quickest way to get your problem solved is to give us a ring. You can call our Customer Care Team on **0800 052 0145**.

What you can expect

If you call us with a complaint we will do our best to sort out any issues for you straight away. If it's complicated, or we need to make an appointment to visit you before we get everything sorted out, it may take longer. We will give you a contact name of the person who is investigating your complaint and will keep in touch with you on our progress.

Contacting us by phone is the quickest way to get your complaint resolved but you can also contact us by:

email:

water.enquiries@dwrcymru.com

writing:

Dŵr Cymru Welsh Water
PO Box 690, Cardiff, CF3 5WL

When you email or write to us we'll provide you with a response within 10 working days from the date we receive your complaint. If we don't do this, we will give household customers £20 and business customers £50 under our guaranteed standards of service.

If you email or write to us, we may need to talk to you to get everything sorted out. Please include your phone number so we can call you back.

Our response could include some or all of the following:

- An apology
- An explanation of what happened
- What we are doing to put things right
- If we can't meet your requirements or expectations, we will explain why
- A payment under our guaranteed standards of service, if it's appropriate
- Compensation, if it's appropriate

If your complaint is about a disputed debt, we will put the debt recovery process on hold until we have let you know the outcome of our investigation. You still need to pay any amount not in dispute whilst we investigate.



If you are still unhappy

We hope you'll be satisfied with our response. If not, please get in touch again and tell us you want your complaint to be referred to one of our Directors. Our Director will carry out a fresh review into what has happened and how we have tried to sort things out for you. They will respond within 10 working days. In this response we will recap on what has happened and explain what we can do to resolve the matter. We will also give you the contact details for the independent bodies you can contact if you are still not happy with our response.



Independent reviews

If you're not satisfied by our Director's review of your complaint you can ask the Consumer Council for Water to investigate further. You can contact them at:

Consumer Council for Water
c/o 1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ

Phone: 0300 034 3333
Email: wales@ccwater.org.uk
Website: ccwater.org.uk

If you are not satisfied by the Consumer Council of Water review of your complaint, you can refer it to the Water Redress Scheme (WATRS). WATRS is an independent and impartial adjudication service that is free for you to use and has the authority to make decisions that we have to comply with.

You can contact them at:

WATRS
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Phone: 0207 520 3801
Website: watrs.org

You can also refer certain complaints to Ofwat, the economic regulator for the water and sewerage industry in England and Wales. For these complaints you should still contact us in the first instance, but if you remain dissatisfied you can ask Ofwat to investigate. The types of complaints they will investigate include:

- Our powers to lay pipes on private land.
- Concerns that we are allegedly breaking our licence conditions or our main water supply or sewerage duties.
- Anti-competitive behaviour under the Competition Act 1998, for example colluding on pricing or bidding for contracts.

You can contact them at:

Ofwat
City Centre Tower
7 Hill Street
Birmingham
B5 4UA

Phone: 0121 644 7500
Fax: 0121 644 7559
Email: enquiries@ofwat.gsi.gov.uk



Feedback and saying thanks

Complaints help us identify ways to improve our services for you. We log all our complaints on a computerised system and regularly review the quality of our responses and the level of service we are providing.

It is also helpful to know when we have provided you with great service. You can let us know by ringing our Customer Team on **0800 052 0145** or by visiting our website **dwrcymru.com** and nominating a member of staff (or team) for a Diolch Award.