



operational enquiries and complaints

code of practice

**Wessex
Water**

a YTL company

www.wessexwater.co.uk

we want to help

As a Wessex Water customer you are entitled to a high standard of service.

We want to hear from you if you are disappointed with the service you have received so that we can make future improvements.

This leaflet explains what to do if you would like to make a complaint or provide feedback. We would also like to hear from you if you have a query or would like to compliment our service.

If you receive your water supply from Bristol Water or Bournemouth Water, please contact them – see details on page 6.

if you have an enquiry

If you have an enquiry about your water supply or sewerage service, you can contact us in one of three ways:

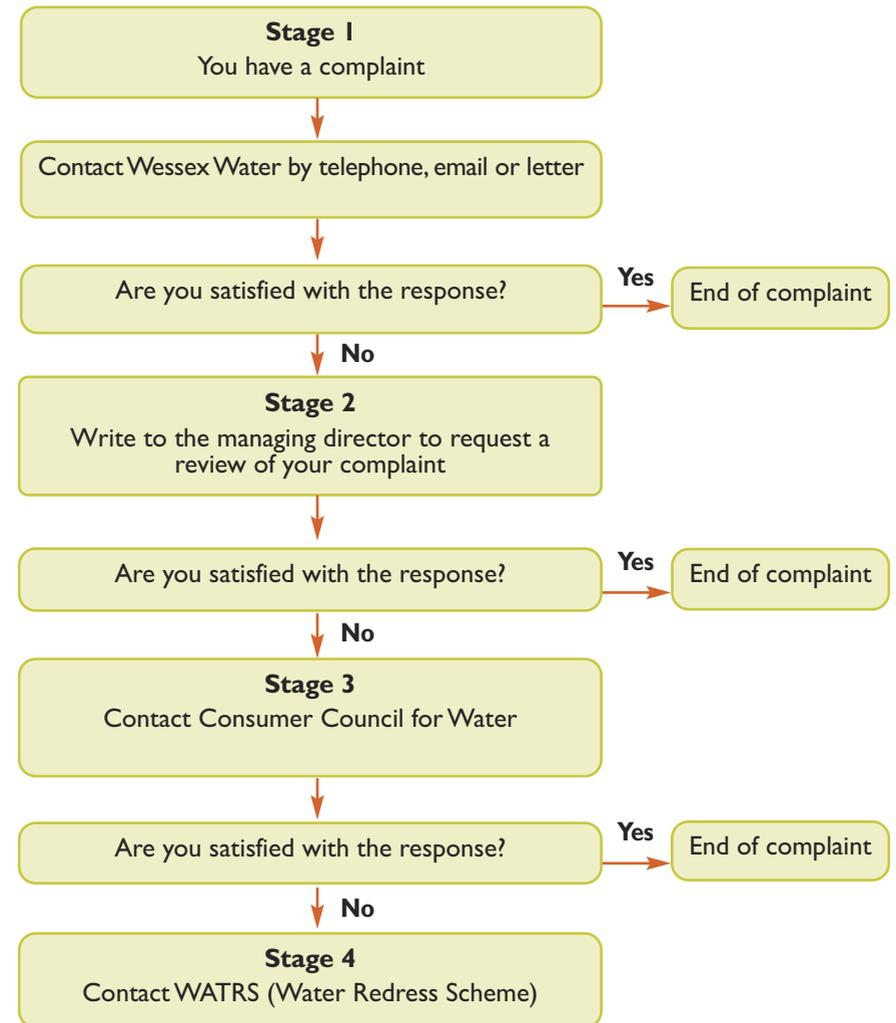
Call: 0345 600 4 600
(Monday to Friday, 8am to 6pm, emergencies only at other times)

Email: operational.enquiries@wessexwater.co.uk
(*non emergency enquiries only*)

Write to: Operational Customer Services
Wessex Water
Claverton Down
Bath
BA2 7WW

if you have a complaint

Follow this simple procedure to ensure your complaint is dealt with promptly.



stage one

If you have a complaint about your water supply or sewerage service:

Call: 0345 600 4 600

(Monday to Friday, 8am to 6pm, emergencies only at other times)

We will try to resolve your complaint there and then. If this is not possible we will make sure you receive a response within 10 working days.

You can also email or write to us:

Email: operational.enquiries@wessexwater.co.uk

(non emergency enquiries only)

Write to: Operational Customer Services
Wessex Water
Claverton Down
Bath
BA2 7WW

When we receive your complaint we will call you provided we have a telephone number. We will acknowledge your complaint and give you the name of the person who is dealing with it.

We will reply to you within 10 working days from the date we receive your complaint.

If we fail to respond within these timescales, you will automatically receive £25 compensation under our customer guarantee scheme, the Wessex Water Promise.

For a full list of our Promises visit www.wessexwater.co.uk/promises or call 0345 600 4 600 (Monday to Friday, 8am to 6pm). Our Promises apply to our water supply, sewerage and customer services.

For all complaints we will consider what action to take to put things right. If your complaint is justified, we will apologise and correct our mistake. It may be appropriate to review company policy or consider financial compensation.

We will accept a complaint from a third party representing you such as a relative, carer or Citizens Advice provided they have your permission.

stage two

If you are not happy with the response from operational customer services, you can refer your complaint to the managing director.

Please write to:
Managing Director
Wessex Water
Claverton Down
Bath
BA2 7WW

The managing director will review your complaint and our response to date and reply to you within 10 working days of receiving your letter.

stage three

If you are not happy with the decision you have the right to refer your complaint to the Consumer Council for Water, the water watchdog.

This independent body represents the interests of water and sewerage customers and has legal duties for dealing with customer complaints. It will look at the facts relating to your case and take up the matter with us on your behalf. This service is free of charge.

Details of your complaint and the responses you have received from Wessex Water should be sent to:

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

Call: 0300 034 2222

Visit: www.ccwater.org.uk

If the Consumer Council for Water thinks your complaint is justified, we will be asked to take the appropriate action to put things right.

stage four

If your complaint remains unresolved after it has gone through all the stages of our complaints procedure and has been reviewed by the Consumer Council for Water, you may be eligible to take your concerns to WATRS, the Water Redress Scheme, which can provide an independent binding decision.

For details on how and when to apply:

Visit: www.watrs.org
Call: 0207 520 3801
Email: info@watrs.org

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

Further details can also be found on our website
www.wessexwater.co.uk/operationscop

Disputes handled by the Water Services Regulation Authority (Ofwat)

In some cases the Consumer Council for Water will not be able to deal with your complaint.

You or the Consumer Council for Water may refer certain disputes to the Water Services Regulation Authority (Ofwat) for a decision. Either Wessex Water or the Consumer Council for Water can provide more information about which disputes can be referred to Ofwat.

Arbitration

Our complaints procedure is designed to make it as easy as possible for you to have your complaint dealt with quickly, cheaply and fairly.

Some complaints may need to be decided by an arbitrator and not Ofwat. These include prevention of contamination, costs of installing a water meter, the location of a water meter and compensation for street works.

We hope you will not have to resort to the time and expense of arbitration or legal proceedings.

For more details about arbitration, contact your local office of the Chartered Institute of Arbitrators.

Billing enquiries and complaints

If you have an enquiry or complaint relating to your water or sewerage bill, or would like a copy of our code of practice for billing enquiries and complaints, please contact customer services on 0345 600 3 600 (Monday to Friday, 8am to 6pm) or email customer.services@wessexwater.co.uk (please quote your customer number and telephone number).

For more information visit www.wessexwater.co.uk/billingcop

Useful contacts

Bristol Water – water supply enquiries only

Call: 0345 702 3 797 or

Email: customer.services@bristolwater.co.uk

Bournemouth Water – water supply enquiries only

Call: 01202 590059 or

Email: customerservice@bournemouthwater.co.uk

Customer Care Plus

If you have particular requirements due to your age, ill health, a disability, mental illness or additional needs, register for our Customer Care Plus scheme so that we can help.

We can offer:

- bills and leaflets in braille, large print or a language other than English
- a security password system to protect against bogus callers
- extra assistance in the event of water supply interruptions.

Visit: www.wessexwater.co.uk/customerplus

Call: 0345 600 3 600
(Monday to Friday, 8am to 6pm)

Email: customer.services@wessexwater.co.uk
(please quote your customer number and telephone number)

Write to: Customer Care Plus
Wessex Water
1 Clevedon Walk
Nailsea
BS48 1WA

Energy providers offer a similar service – you can sign up by contacting them.

This leaflet is available in braille, large print and other formats.

We welcome calls via the Text Relay service.

Calls to 0345 numbers usually cost the same as standard UK landline numbers. Please check with your telephone service provider. To protect our customers and staff telephone calls may be recorded.

Wessex Water is not responsible for the content of external websites.