

We want to help



**Our
operational
complaint
process**



Wessex Water
YTL GROUP

FOR YOU. FOR LIFE.

We want to help

We're sorry you feel you need to complain to us.

We want to provide you with the best possible experience.

If you think our service has fallen below its usual standards we want to hear from you.

Your views will help us to put things right and make future improvements..

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

If you need to complain about your water supply or sewerage service:

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

Email: Submit an online enquiry via our website:
wessexwater.co.uk/contact-us

Live chat: Through our website **wessexwater.co.uk**

Write: Wessex Water, Operations Centre, Claverton Down
Bath, BA2 7WW

1 What to do if you have a complaint

The quickest way for us to put things right is to call us and speak to one of our friendly team and let them know what has happened.

We will listen to your issue, if we have done something wrong we'll apologise and try and resolve your issue immediately. However if we can't we'll aim to respond to you within five working days.

If we fail to respond within 10 working days, you may be entitled to compensation under our customer promise. A full list of our promises can be found at **wessexwater.co.uk/promises** or you can contact us.

2 If you'd like us to review our response to your complaint

If you are not happy with our resolution, then get back in touch. We will escalate your complaint to a senior manager for review.

3 CCW -The voice for water consumers

If:

- You are not happy with the final resolution, or
- Your issue is over eight weeks old, or
- You just want some free, trusted, independent advice

You can call the Consumer Council for Water (CCW) the independent voice for water consumers in England and Wales by calling 0300 034 2222 or use its online form at www.ccw.org.uk/contact-us

Disputes handled by the Water Services Regulation Authority (Ofwat)

Some types of complaint need to be dealt with by Ofwat, rather than CCW. These include: water/sewerage companies' powers to lay pipes on private land and concerns water companies are breaking their licence conditions.

Arbitration

In some cases you will have the legal right to refer your dispute to arbitration, which means bringing in someone else to settle this.

Matters that may be suitable are:

- positioning of our water meters
- compensation for street works
- disputes about the installation of water fittings (prevention of contamination).

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

Useful contacts

Bristol Water - water supply enquiries only

Call: 0345 702 3 797

Submit an enquiry: bristolwater.co.uk/contact-us

Bournemouth Water - water supply enquiries only

Call: 01202 590059

Email: customerservice@bournemouthwater.co.uk

Extra support when you need it



If you or anyone you know needs extra support, we can help through Priority Services:

- help if your supply gets interrupted
- help finding and reading your meter
- bills and leaflets in Braille, large print or other languages
- a password to protect against scam house calls.

It's free and easy to register today at

wessexwater.co.uk/priority-services or call 0345 600 3 600.

This leaflet is available in Braille, large print and other languages.

We welcome calls via the Relay UK and SignLive British Sign Language service.

Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more. We may record telephone calls into our contact centres for quality, security and training purposes.

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

This leaflet forms part of our core customer information for household customers.