

AffinityWater

Complaints Procedure



Your Guide to our Complaints Procedure

We want our customers to enjoy the highest possible levels of customer service from us at all times. However, we realise that sometimes we may fall short of your expectations and we'll aim to put it right.

What happens now?

Our complaints process

We always want to get things right but if something goes wrong, we want to fix it quickly for you. Please follow the complaints procedure steps listed below..

Stage one

Please call us in the first instance to discuss your complaint or if preferred, you can send us your complaint in writing (via letter or email) which will be investigated independently by our Customer Relations Team. Please make sure to include your customer account number, full name and the first line of your address when contacting us. At this stage, we have up to 10 working days* to provide you with a comprehensive review of the complaint that you have raised.

*If you don't hear from us within 10 working days of us receiving your letter or email, we will automatically pay you £20 as part of our Guaranteed Standards of Service.

If you're not satisfied...



Stage two

If you feel that our investigation and subsequent response to your written complaint still does not address your concerns, then we'll look for any further alternative outcomes that we can offer.

If you remain dissatisfied, or if we haven't managed to resolve your problem within eight weeks of receiving your complaint...

Finally...



Stage three

You now have the option to seek advice from the Consumer Council for Water (details on the back of this page), which is an independent organisation that represents your interests as a consumer.

Following the CCW's efforts to resolve your complaint, you have the right to refer your complaint to the Dispute Resolution Ombudsman (DRO), if CCW are unable to resolve on your behalf.

You can only make an application to DRO once you have exhausted our complaints procedure AND have been told by CCW that you're eligible to apply. DRO will then provide an independent binding decision on the complaint.

Who monitors complaint procedures?

Our complaints procedure complies with Section 29 of the Competition and Service (Utilities) Act 1992 and has been approved by Ofwat, the Water Services Regulation Authority.

We record every complaint we receive. Each year an independent reporter and the CCW examine our complaint statistics, including our response times.

A report is then submitted to the CCW, who analyses the performance of each water company and publishes the results on an annual basis.

Email: CustomerRelations@affinitywater.co.uk

CCW – the voice for water consumers:

CCW, 23 Stephenson Street, Birmingham, B2 4BH

Tel: 0300 034 2222 (Mon-Fri, 8.30am to 5pm)

Fax: 0121 345 1010

Email: enquiries@ccwater.org.uk

Complaints about wastewater services

We are only responsible for supplying clean water to your property. If you need to complain about your wastewater service, please contact your wastewater provider. Depending on where you live, your wastewater services are provided by Thames Water, Anglian Water or Southern Water.

Anglian Water

0345 714 5145

anglianwater.co.uk

Thames Water

0800 316 9800

thameswater.co.uk

Southern Water

0330 303 0368

southernwater.co.uk