

# 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 will aim to put it right.

## What happens now?

### Our complaints process:

We want to ensure that we can resolve your query with minimal effort on your part. So on the rare occasion when we were unable to resolve your query to your satisfaction we will ensure that we review your complaint again through our escalated complaints process.

#### Stage 1

If we were unable to resolve your query when you spoke to us you will now need to send us your complaint in writing (via letter or email) which will be investigated independently by our Directors' Office. At this stage we have up to 10 working days\* to provide you with a comprehensive review of the complaint 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 are not satisfied...**



#### Stage 2

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

**If you remain dissatisfied...**



#### Stage 3

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.

**Finally...**



#### Stage 4

Following the CCW's efforts to resolve your complaint, you have the right to refer your complaint to the Water Redress Scheme, known as WATRS, if CCW are unable to resolve on your behalf.

You can only make an application to WATRS once you have exhausted our complaints procedure AND have been told by the CCW that you are eligible to apply. WATRS 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: [complaints.central@affinitywater.co.uk](mailto:complaints.central@affinitywater.co.uk)**

### Consumer Council for Water:



**First Floor, Victoria Square House, Victoria Square,  
Birmingham B2 4AJ**



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



**Fax: 0121 345 1010**



**Email: [enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk)**

## Complaints about waste water services

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

### Anglian Water

**0345 714 5145**

[www.anglianwater.co.uk](http://www.anglianwater.co.uk)

### Thames Water

**0800 316 9800**

[www.thameswater.co.uk](http://www.thameswater.co.uk)

### Southern Water

**0330 303 0368**

[www.southernwater.co.uk](http://www.southernwater.co.uk)