

Complaints

This document sets out the Affinity Water guidance for complaints in line with Codes for Adoption.

Complaints

If you are unable to satisfactorily resolve a query through your dedicated APM and you wish to escalate this, please make your APM aware of this in the first instance so that they can raise this within the Developer Services Team for you. If you wish to make a formal written complaint, this should be directed to; Complaints.central@AffinityWater.co.uk.

Compliance Manager

If you are dissatisfied with the remedial action proposed for a Level of Service Category 2 failure, this should be directed in writing to the Compliance Manager;
Compliance.Manager@AffinityWater.co.uk

Upon contacting the Compliance Manager, you will receive confirmation that we have received your complaint and within five working days a written report will be issued to you which will provide details of the causes of failure, proposed remedy and lessons learnt which will help prevent a future recurrence.

Where you consider that you have suffered a direct financial loss as a result of Affinity Water's failure to comply with its obligations, this should be raised to the Compliance Manager for investigation.