

Redress Policy

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

Where we have failed to comply with a metric and a Level of Service has not been met, there are steps we will take which 'put right' the situation.

There are two failure categories.

Category 1 - *Within 30 working days, of the failure arising we will issue a refund for the fee in question.*

Metric	Details	Refund Issued
SLPM S1/1	Initial Application Review	App Fee of failed transaction for associated DS number
SLPM S1/2	Review POC Proposal	
SLPM S2/2a	Provide Design	Mains & Services Admin Fee of associated DS number
SLPM S2/1b	Review SLP Design Application	
SLPM S2/2b	Provide Design Acceptance	
SLPM S7/1	Provide Consent to Progress	Services Admin Fee of relevant plot(s) of associated DS number
SLPM S7/3	Install 'Screw in' Meter & Record Details	

Category 2 - *Within 1 working day, of the failure we will email you with information available regarding the nature of the failure with supporting relevant evidence and proposed remedial action.*

Metric	Details
SLPM S3	Review / Revise WAA
SLPM S4/1	Source of Water Delivery Date
SLPM S6	Issue Vesting Certificate

The email shall contain a new date for the performance in question and if this is a failure to meet the Source of Water delivery date the email will also contain a new performance of the service which will be as soon as reasonably practical taking into account the circumstances which led to the original delay.

Upon receipt of the email, if you are not satisfied with the proposed remedial action you can request to escalate to the Compliance Manager.