

How we handle your complaints
What to do if you are unhappy with our service

APRIL
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Dŵr Cymru
Welsh Water

www.dwrcymru.com

PRE005

Introduction

At Dŵr Cymru Welsh Water we are committed to putting our customers first. We always aim to get things right, first time, every time – but we know that occasionally things can go wrong.

This booklet tells you how to make a complaint, and how we will deal with it.

When you make a complaint we aim to put things right as quickly as possible, and we aim to deal with your concerns efficiently and fairly.

Complaints Procedure – A step by step guide

We understand that if something goes wrong, you want us to resolve it quickly and accurately. Our contact centre advisors are the best people to do this. They will be able to explain what has happened and what we will do to resolve your concerns.

If you do decide to complain our complaints procedure exists to make sure that you are treated fairly. The complaints procedure is explained below.

Step 1 – Contact Us

By telephone

This is our preferred method of dealing with your complaint as this is the quickest way to get your complaint resolved. We will always aim to deal with a telephone complaint the first time you call us. If a prompt response is very important to you, a phone call would suit your needs better. Please call us on one of the following numbers:

Water services and emergencies 0800 052 0130 New water connection enquiries 0800 917 2652 Sewerage services and emergencies 0800 085 3968 Reporting a leak 0800 281 432 For your nearest area office call 0800 052 0130 Automated payment line (available from 1st June 2010) 0800 028 5209	Lines are open 24 hours a day seven days a week
Billing and accounts 0800 052 0145 Water meters 0800 052 0140 Welsh language line for billing and account enquiries 0800 052 6058 For customers with hearing difficulties, call our text telephone facility 0800 052 4125	Lines are open Monday – Friday 8am – 8pm excluding bank holidays Saturday 8.30am – 1.30pm

For water enquiries, see overleaf.

By writing to us

If we are unable to resolve your complaint on the telephone, you can write to us at one of the following addresses:

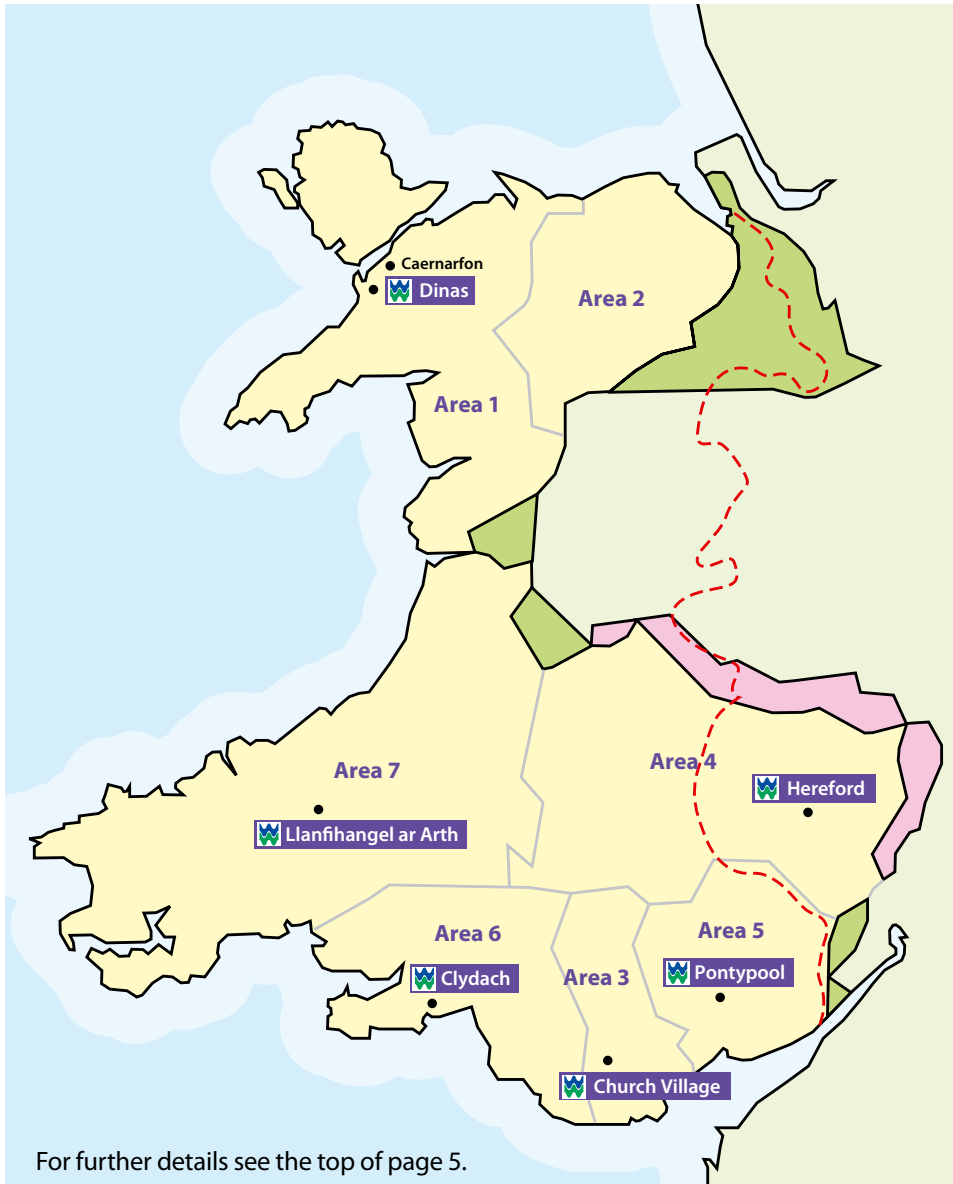
For billing enquiries please write to:
Customer Service Manager
Dŵr Cymru Welsh Water
P O Box 690
Cardiff CF3 5WL

For sewerage enquiries please write to:
Sewerage Customer Service Manager
Dŵr Cymru Welsh Water
Wern Fawr Lane PO Box 3118
Cardiff CF30 0BY

For any new water connection enquiries please write to:
The New Connections Centre
Dŵr Cymru Welsh Water
Players Industrial Estate
Clydach
Swansea SA6 5BQ

For any new sewerage connection enquiries please write to:
Network Development
Dŵr Cymru Network
Development Consultants
P O Box 10
Treharris CF47 6XZ

For water enquiries please write to your local area office, details of which are overleaf:



Area	Area Office	Address
1 and 2	Caernarfon	Dinas Office, Llanwnda, Caernarfon, LL54 5UB
3	Church Village	Church Village Depot, Duffryn Bach Terrace, Church Village, CF38 1BN
4	Hereford	Broomy Hill Works, Breinton Road, Hereford, HR4 0JS
5	Pontypool	Llandegfedd WTW, Trem-y-Ffynnon, Sluvad Rd, New Inn, Pontypool, NP4 0TA
6	Clydach	Clydach Depot, Players Industrial Estate, Clydach, Swansea, SA6 5BQ
7	Pencader	Llanfihangel ar Arth, Pencader, Carmarthenshire, SA39 9HT

By Email

You can send emails to:

For billing enquiries	welsh.water@dwrcymru.com
For water enquiries	water.operations.enquiries@dwrcymru.com
For new water connection enquiries	new.connections@dwrcymru.com
For sewerage enquiries	sewerage@dwrcymru.com
For new sewerage connection enquiries	ndcenquiries@dwrcymru.com

Step 2 When can you expect a response?

We always aim to deal with telephone complaints the first time you call us. If we cannot provide you with a full response we may send an acknowledgement so that you know that we are dealing with your complaint.

If you make a written complaint we will aim to reply by telephone, email or letter within 10 working days of receiving it. If we don't do this, you could be entitled to a payment under the guaranteed service standards scheme. This is explained further in our booklet 'Our commitment to you'. To request a copy please visit our reading room at www.dwrcymru.com or contact our publications hotline on **0800 052 0138**.

Step 3 Formal review of your complaint

If you remain dissatisfied with the response you have received, or the way your complaint was handled, you can ask for a Director to carry out a formal review of your complaint. To do this, please contact:

Head of Customer Relations
Dŵr Cymru Welsh Water
PO Box 8
Nelson
CF46 6YG

Fax: **01443 452618**
Minicom: **0800 052 4125**
Email: welsh.water@dwrcymru.com

A response from a director will be sent within 10 working days.

Step 4 Independent customer watchdog

If we have fully reviewed your complaint and you remain dissatisfied, you can refer your complaint to the Consumer Council for Water. This is an independent body which represents customers' interests and investigates complaints.

Write to:



Consumer Council for Water
Wales
Room 140
Caradog House
1-6 St Andrews Place
Cardiff
CF10 3BE

Telephone: **08457 078267**
Fax: **02920 239847**
Minicom: **0121 345 1044**
Web: www.ccwater.org.uk

Step 5 The Regulator

If your complaint is about our standards of service and we haven't resolved it you may wish to contact the Water Services Regulation Authority (OFWAT), by contacting:



Water Services Regulation
Authority
(OFWAT)
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Telephone: **0121 625 1300**
Fax: **0121 625 1400**
Minicom: **0121 625 1422**
Email: enquiries@ofwat.gsi.gov.uk

IMPORTANT - Please contact us first as both Consumer Council for Water Wales and OFWAT will normally only investigate complaints you've already told us about and they will want to see how we handled your original complaint.

Arbitration Procedure for the Water Industry

To protect customers statutory rights Dŵr Cymru Welsh Water uses an arbitration procedure operated by the Chartered Institute of Arbitrators. Our booklet entitled 'The Chartered Institute of Arbitrators' which explains the scheme is available on request.

Additional Services

We aim to meet the needs of all our customers, but we know that some customers including the elderly and disabled may require extra help. We offer a range of free additional services, such as large print bills. This booklet is available in large print or audio for further information about these services please contact us by calling **0800 052 0145**, or email additional.services@dwrcymru.com. If you are deaf or hard of hearing and have the use of a textphone please contact us on **0800 052 4125**.

This leaflet forms part of our Company Code of Practice that has been produced in consultation with the Consumer Council for Water, and approved by the industry regulator OFWAT.

Publications and leaflets

To request the following information booklets please contact our publications hotline on **0800 052 0138** or visit our website at **www.dwrcymru.com**

- DIY Home Audit
- A guide to recreation around the reservoirs of Wales
- A guide to fishing the reservoirs of Wales
- Water supply (water fittings) regulations
- Drinking water quality
- Code of practice for the collection of unpaid charges
- Customer information sheet – leakage
- Using water wisely
- Floodcare
- A guide to having a water meter
- Additional Services
- In doubt? Keep them out!
- Code of practice for Leakage
- Drought plan overview
- Draft water resources management plan overview
- Where does your water go?