OPERATIONAL ENQUIRIES AND COMPLAINTS

wessexwater.co.uk
WE WANT TO HELP

We want to give our customers the highest possible standards of service.

We want to hear from you if you are disappointed with the service you have received so that we can continue to improve it.

This leaflet explains what to do if you would like to make a complaint or provide feedback. We would also like to hear from you if you have a query or would like to compliment our service.

If you receive your water supply from Bristol Water or Bournemouth Water, please contact them - see details on page 6.

IF YOU HAVE AN ENQUIRY

If you have an enquiry about your water supply or sewerage service, you can contact us in one of three ways.

Call: 0345 600 4 600
(Monday to Friday, 8am to 6pm, emergencies only at other times)

Website: Submit an online enquiry via our website: wessexwater.co.uk/contactus

Write to: Operational Customer Services
Wessex Water
Claverton Down
Bath
BA2 7WW
IF YOU HAVE A COMPLAINT
Follow this simple procedure to ensure your complaint is dealt with promptly.

Stage 1
You have a complaint

Contact Wessex Water by telephone, email or letter

Are you satisfied with the response?
Yes End of complaint
No

Stage 2
Write to the managing director to request a review of your complaint

Are you satisfied with the response?
Yes End of complaint
No

Stage 3
Contact Consumer Council for Water

Are you satisfied with the response?
Yes End of complaint
No

Stage 4
Contact WATRS (Water Redress Scheme)
STAGE ONE

If you have a complaint about your water supply or sewerage service:

Call: 0345 600 4 600
(Monday to Friday, 8am to 6pm, emergencies only at other times)

We will try to resolve your complaint there and then. If this is not possible we will make sure you receive a response within 10 working days.

You can also email or write to us:

Email: operational.enquiries@wessexwater.co.uk
(non emergency enquiries only)

Write to: Operational Customer Services
Wessex Water
Claverton Down
Bath
BA2 7WW

When we receive your complaint we will call you provided we have a telephone number. We will acknowledge your complaint and give you the name of the person who is dealing with it.

We will respond to your complaint within 10 working days from the date we receive your complaint.

If we fail to respond within these timescales, you will automatically receive £25 compensation under our customer guarantee scheme, the Wessex Water Promise.

For a full list of our promises visit wessexwater.co.uk/promises or call 0345 600 4 600 (Monday to Friday, 8am to 6pm). Our promises apply to our water supply, sewerage and customer services.

For all complaints we will consider what action to take to put things right. If your complaint is justified, we will apologise and correct our mistake. It may be appropriate to review company policy or consider financial compensation.

We will accept a complaint from a third party representing you, such as a relative, carer or Citizens Advice, provided they have your permission.
**STAGE TWO**

If you are not happy with the response from operational customer services, you can refer your complaint to the managing director.

Please write to: Managing Director  
Wessex Water  
Claverton Down  
Bath  
BA2 7WW

The managing director will review your complaint and our response to date and reply to you within 10 working days of receiving your letter.

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**STAGE THREE**

If you are not happy with the managing director’s decision you have the right to refer your complaint to the Consumer Council for Water, the water watchdog.

This independent body represents the interests of water and sewerage customers and has legal duties for dealing with customer complaints. It will look at the facts relating to your case and take up the matter with us on your behalf. This service is free of charge.

Details of your complaint and the responses you have received from Wessex Water should be sent to:

Write to: Consumer Council for Water  
1st Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

Call: 0300 034 2222  
Visit: www.ccwater.org.uk

If the Consumer Council for Water thinks your complaint is justified, we will be asked to take the appropriate action to put things right.
Disputes handled by the Water Services Regulation Authority (Ofwat)

In some cases the Consumer Council for Water will not be able to deal with your complaint.

You or the Consumer Council for Water may refer certain disputes to the Water Services Regulation Authority (Ofwat) for a decision. Either Wessex Water or the Consumer Council for Water can provide more information about which disputes can be referred to Ofwat.
Arbitration
Our complaints procedure is designed to make it as easy as possible for you to have your complaint dealt with quickly, cheaply and fairly.

Some complaints may need to be decided by an arbitrator and not Ofwat. These include prevention of contamination, costs of installing a water meter, the location of a water meter and compensation for street works.

We hope you will not have to resort to the time and expense of arbitration or legal proceedings.

For more details about arbitration, contact your local office of the Chartered Institute of Arbitrators.

Billing enquiries and complaints
If you have an enquiry or complaint relating to your water or sewerage bill, or would like a copy of our billing enquiries and complaints leaflet, please contact customer services on 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm).

For more information visit wessexwater.co.uk/billingpolicy

Further information
This leaflet forms part of our core customer information, covering key aspects of our work including charges and leakage. All these leaflets can be found at wessexwater.co.uk/policy

Useful contacts
Bristol Water - water supply enquiries only
Call: 0345 702 3 797 or submit an online enquiry at bristolwater.co.uk/contactus

Bournemouth Water - water supply enquiries only
Call: 01202 590059 or Email: customerservice@bournemouthwater.co.uk
We want to give all our customers the best service at all times. We know that everyone’s needs are different and we can help through Priority Services.

When you sign up for Priority Services you can:
- ensure you always have easy access to water
- choose how you receive your bill and information
- ask for help with reading your meter
- set up a password for when we visit.

Priority Services is a free service and anyone living in the Wessex Water region can sign up for it.

Spread the word – tell your family and friends about our service if you think it will help them.

Apply online today – visit: wessexwater.co.uk/priorityservices or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm).

Energy providers offer a similar service – don’t forget to register with them too.

This leaflet is available in braille, large print and other formats.