

# How we handle your complaints and compliments

2016-2017





# Sometimes things go wrong

**We always aim to get things right, first time, every time—but we know that sometimes things can go wrong.**

When this happens, you want us to fix the problem quickly. The best way to do this is by giving us a ring. One of the team at our Cardiff-based call centre will be able to explain what has happened and what we will do to help fix it.

However if you do write in to complain, we will ensure that you are treated fairly. If someone makes a complaint on your behalf, we'll treat it in exactly the same way. This booklet explains how you can make a complaint, and how we will deal with it. It also explains how you can tell us when you're really happy with our service.





## How to complain

### Step 1

#### By telephone

This is the quickest way to get it resolved. We always aim to deal with a telephone complaint the first time you call us.

Please call us on the number relating to your complaint:

#### **Billing & Accounts**

0800 052 0145

For Welsh speakers call:

0800 052 6058

Monday - Friday: 8am - 8pm  
(excluding bank holidays)

Saturday: 8.30am - 1.30pm

#### **Water Services**

0800 052 0130

Lines are open 24 hours,  
7 days a week

#### **Waste water Services**

0800 085 3968

Lines are open 24 hours,  
7 days a week

#### **Developer Services**

For water and sewerage connections

0800 917 2652

Monday - Friday: 8am - 5pm

If you have hearing and/or speech difficulties please dial 18002 in front of the number you are calling  
e.g. 18002 0800 052 xxxx.

If you use a textphone, dial 18001.  
e.g. 18001 0800 052 xxxx.



## Step 2

### Email or letter

If you've given us a ring and you still want to make a complaint, you can get in touch by email or letter. To make sure your complaint goes to the right team, please use one of the addresses below.

#### Billing & Accounts

**email:**

[water.enquiries@dwrwymru.com](mailto:water.enquiries@dwrwymru.com)

**Or write to:**

Billing Customer Services  
Dŵr Cymru Welsh Water  
PO Box 690, Cardiff, CF3 5WL

#### Water Services

**email:**

[water.operations.enquiries@dwrwymru.com](mailto:water.operations.enquiries@dwrwymru.com)

**Or write to:**

Water Customer Services  
Dŵr Cymru Welsh Water  
PO Box 3118, Cardiff, CF30 0BY



## Step 3

### Review by Director

If you are still unhappy with the reply to your complaint, or the way your complaint was handled, you can write to us and ask for one of our Directors to carry out a review. To do this, please contact us again using the relevant address below.

#### Sewerage Enquiries

**email:**

[sewerage@dwrwymru.com](mailto:sewerage@dwrwymru.com)

**Or write to:**

Sewerage Customer Services  
Dŵr Cymru Welsh Water  
PO Box 3118, Cardiff, CF30 0BY

#### Water & Sewer Connections, New Infrastructure & Planning or Development Matters

**email:**

[developer.services@dwrwymru.com](mailto:developer.services@dwrwymru.com)

**Or write to:**

Developer Services  
Dŵr Cymru Welsh Water  
PO Box 3146, Cardiff, CF30 0EH

We will reply to emails and letters within 10 working days from the date we receive your complaint. If we don't do this, you will automatically receive £20 under our guaranteed standards of service. For all our services, if you prefer to write to us in Welsh we will always reply in Welsh.



## Step 4

### Review by Independent Customer Watchdog

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

You can contact them at:

Consumer Council for Water  
c/o 1st Floor,  
Victoria Square House,  
Victoria Square,  
Birmingham,  
B2 4AJ

Phone: 0300 034 3333  
Email: [wales@ccwater.org.uk](mailto:wales@ccwater.org.uk)  
Visit: [ccwater.org.uk](http://ccwater.org.uk)



## Arbitration procedure

### Water Redress Scheme (WATRS)

WATRS is a free and independent adjudication service which reviews disputes between customers and companies that the Consumer Council for Water Wales have not been able to resolve.

If your complaint has been fully reviewed by us and CC Water, and you remain dissatisfied you can contact WATRS directly.

WATRS  
International Dispute Resolution Centre  
70 Fleet Street, London, EC4Y 1EU

Phone: 0207 520 3801  
Visit: [www.watrs.org](http://www.watrs.org)

### The Regulator

OFWAT do not generally handle complaints from individual customers. Customers should follow our complaints procedure outlined in this booklet. OFWAT would only normally get involved in complaints such as:

- those about water and sewerage companies' powers to lay pipes on private land
- concerns that the water companies are allegedly breaking their licence conditions or their main water supply or sewerage duties

- complaints about anti-competitive behaviour under the Competition Act 1998, for example colluding on pricing or bidding for contracts

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

Phone: 0121 625 1300  
Fax: 0121 625 1400  
Minicom: 0121 625 1422  
Email: [enquiries@ofwat.gsi.gov.uk](mailto:enquiries@ofwat.gsi.gov.uk)



## Saying thanks

Complaints help us identify ways to improve our services for you. And it's just as important to know when we get it right.

If you'd like to tell us about the great service you've received, please use the contact details on Page 4 or just go to [dwrcymru.com](http://dwrcymru.com)

### Diolch Awards

The Diolch Awards are your way to tell us about someone (or a team of people) who has given you exceptional service.

This could include staff or contractors who have, for example;

- gone the extra mile to help you
- anticipated your needs and responded to the
- dealt with a difficult or complex situation
- worked in poor weather conditions to help you

Your comments are always fed back to them. Give us a ring or go to [dwrcymru.com](http://dwrcymru.com) and click on 'Diolch' to nominate someone.

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