

# Your right to complain

about your water or sewerage company



## How can I complain about my water or sewerage company?

Water and sewerage companies in England and Wales provide services to millions of homes and businesses every day. Usually they offer a good service, but sometimes things can go wrong, leaving customers disappointed or angry.

You have the right to complain if:

- You are dissatisfied with the service you have received.
- Your water company has not answered your questions properly.
- Your water company has failed to do something it should have.
- Your water company has caused a problem with your water supply or sewerage service.

## How can CCWater help me?

As the independent voice of water consumers we have a duty to represent your interests. We can offer you advice about your water company. If its service has been poor, we may be able to get your water company to reconsider its actions or decisions or pay you compensation where appropriate.

We may formally investigate your complaint if your water company did not resolve your complaint through its procedures.

We may find that what your water company did was correct. It may have acted in line with regulatory requirements. We will explain this to you if that is the case.

## How we've helped consumers

**Read** some case summaries on how we have helped consumers in a real way.

We aim to resolve complaints as quickly as possible. Our target is to close 70% of complaints within 20 working days and 85% of complaints within 40 working days.

### We will:

- Handle your complaint professionally.
- Reply promptly.
- Explain matters clearly.
- Keep you informed of how your complaint is progressing.
- Explain what else you can do if we cannot help you achieve your desired outcome.
- Explain what you can do if you are dissatisfied with our service.

## Will my complaint be treated in confidence?

We will only discuss your details with you, (or your named representative) and your water company.

## Are you independent?

Yes. **We are** independent from Ofwat (The Water Services Regulation Authority) and water and sewerage companies.

## Is there a cost to use your service?

No. You will not be charged for using our service.

# How to complain about your water or sewerage service

## 1. Contact your water company first.

You can find the company's details on their website or on your water bill.

## 2. Send the company a letter or email explaining the problem and what action you would like them to take.

Keep copies of all letters and emails you send and receive as evidence.

The company must reply to you within 10 working days of receiving your complaint and explain how they will put things right.

## 3. Still unhappy? Contact us:-

**Telephone:** 0300 034 2222 in England or 0300 034 3333 in Wales between 8.30am to 5.00pm Monday - Friday.

**Email:** [enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk)

**Fax:** 0121 345 1010

**Website:** Complete the online form at [www.ccwater.org.uk](http://www.ccwater.org.uk)

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

**Visit in person.** Please book an appointment first.

## Help with getting in touch:

- We provide letters and leaflets in large print, braille and other languages. We can print these for you.
- If you have hearing or speech difficulties add 18001 before the office number to access the **NGT (Next Generation Text) Service**.
- You can also have someone else to represent you.

Read our frequently asked questions (**FAQs**) to find answers to popular problems.



## Improving our service:

After your complaint is closed a market research company may contact you to ask how we managed your case. Your feedback will help us to improve our service.

## If I am not happy with the result after CCWater's involvement, what can I do?

Following our involvement, if you remain dissatisfied with the result of your complaint, you may be eligible to take it to the **Water Redress Scheme (WATRS)**.

This scheme is free and provides an independent decision on disputes against water companies. Their decision is binding on the water company.

WATRS is only open to you after you exhaust your water company's formal written complaint procedure and CCWater has been involved.

For further information contact:

WATRS  
Water Redress Scheme  
70 Fleet Street  
London  
EC4Y 1EU

Email: [Info@watrs.org](mailto:Info@watrs.org)  
Website: [www.watrs.org](http://www.watrs.org)  
Telephone: 0207 520 3801

## What can I do if I am unhappy with how CCWater managed my complaint?

You can ask your CCWater caseworker, or their manager, to arrange a formal review of your complaint. They will then organise for two members of our Board to do the review. This would include an independent member and someone who represents your region. We will let you know who they will be.

The review will not focus on the outcome offered by your water company unless our handling affected it.

Once we have completed our review, we will write to you with our findings.

If you still remain dissatisfied you can ask your Member of Parliament (MP) to refer our handling of your complaint to the Parliamentary and Health Service Ombudsman (PHSO). The PHSO will not consider the complaint between you and your water company.

You can contact the PHSO at:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Telephone: 0345 015 4033

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