

CCW

The voice for water consumers
Y corff sy'n rhoi llais i ddefnyddwyr dŵr

Your right to complain

about your water or
sewerage company

ccwater.org.uk



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. Sometimes things can go wrong with these services, leaving consumers 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 done.
- Your water company has caused a problem with your water supply or sewerage service.

How can CCW help me?

Since 2005, we have helped thousands of consumers resolve complaints against their water company, while providing free advice and support. All of our work is informed by extensive consumer research which we use to champion the interests of consumers and influence water companies, governments and regulators.

If you've received poor service, 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 it 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.



We aim to resolve complaints as quickly as possible.

70%

of complaints are closed within 20 working days

85%

of complaints are closed within 40 working days

Our service to you

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.

We will:



Handle your complaint professionally.



Reply promptly and 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.



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.

We will make every effort to resolve your complaint if you're unhappy with your company's response.

If you remain dissatisfied with the outcome after our involvement, you may be eligible to take your complaint to an alternative dispute resolution (ADR) scheme.

For most customers, this is the Water Redress Scheme (WATRS). Your CCW case handler will tell you if your company uses a different ADR scheme. WATRS is free and provides an independent decision on disputes against water companies. Its decision is binding on the water company.



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 common problems.

ccwater.org.uk

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.

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

You can ask your CCW caseworker, or their manager, to arrange a formal review of your complaint.

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.



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Contact us

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