

## Smoothing the waters

**We're always committed to providing a great service, however, where we don't get this right here's how we'll resolve it for you.**

**When you need to talk to us about a problem, it's best to call us first**



Call us on **0345 072 6072**, Monday to Friday, 8.30am to 5.30pm, excluding bank holidays. If you call us, we'll do our best to resolve the matter straightaway. If we can't do this on the phone, we'll make sure we get enough information from you to investigate further and sort out the matter. This might be because we need to refer your complaint to the water wholesaler responsible for the pipes, sewers and water quality in your area.

### **What we need to know so we can help**

- Please tell us your business details – business name, address, account number, email address and telephone number.
- Please tell us everything you can about what's gone wrong and what we can do to resolve the issue.
- The more information you give us, the easier it is for us to fix your complaint first time.

### **You can write to us**

If you prefer, you can email: [service@water-plus.co.uk](mailto:service@water-plus.co.uk) or write to Water Plus Correspondence, P.O. Box 337, Sheffield, S98 1BZ.

If someone is acting on your behalf, we'll accept complaints from them as long as you send us permission for them to do so. You can do this with a 'Letter of Authority' from you to us confirming their name and that you have authorised them to act on your behalf about raising complaints.

### **How we will respond to your complaint**

One of our experienced advisers will handle your complaint and work with you to find a way to put things right.

To resolve your complaint, we may need to liaise and work with your water wholesaler.

### **Issues that need help from your water wholesaler**

- Some charges relating to your water and waste supply
- Issues with your water meter
- If you've experienced a leak
- A query about your site area banding

In responding to you we will:

- Provide an explanation of the issue(s) and the steps we have taken to resolve it.
- Apologise and set out the remedial actions we have taken where we have fallen short.
- Consider whether we can offer you compensation should remedial action not be possible or is insufficient to put things right.





## How we deal with problems we can't resolve immediately when you call us, or if you have written to us

### Stage 1

One of our experienced advisers will aim to reply within the timescales set out in the service standards to let you know how we're sorting out your complaint. We will always try to call you but if we can't get through we will email or write to you. You'll get their direct phone number too, so you can get in touch if you need to. If you write to us and we don't respond within 10 working days, you may be entitled to compensation under industry guaranteed service standards. You can find all the information at [ofwat.gov.uk](http://ofwat.gov.uk)

### Stage 2

If you're not happy with the outcome of stage 1, we'll get another experienced adviser, who hasn't been involved in handling your complaint, to do a new review of your case and conduct further investigations, where appropriate, before getting back to you within the timescales set out in the service standards.

In exceptional circumstances, where a second review of the case by Water Plus would not change the outcome, we will point you directly to Stage 3.

### Stage 3

If you are still unhappy, or we haven't been able to resolve your complaint, after 8 weeks, you can take your complaint to the Consumer Council for Water (CCWater). Their role is to represent customer interests, ensuring they receive a good level of service from their retailer by offering advice and assistance, including formally investigating complaints where necessary. CCWater are independent of water retailers and wholesalers.

#### Write to:

**The Consumer Council for Water,**  
23 Stephenson Street,  
Birmingham, B2 4BH.

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

**Call:** 0300 034 2222

**Website:**  
[ccwater.org.uk](http://ccwater.org.uk)

### Stage 4

If you remain unhappy with the outcome of your complaint after it's been through Steps 1, 2 and 3 of our complaints procedure, you can take your concerns to ADRG, the Alternate Dispute Resolution Group, who can provide an independent, binding decision.

**Call:** 020 3600 5050

**Website:** [adrgroup.co.uk](http://adrgroup.co.uk)



Prospect House  
Gordon Banks Drive  
Trentham Lakes North  
Stoke-On-Trent  
ST4 4TW

[water-plus.co.uk](http://water-plus.co.uk)