

Smoothing the waters

How we will respond if you are not happy

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 will do our best to resolve the matter straight away. 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
- 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 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.

What to do before you contact us

Check who is best to talk to about your problem. For some things you can go straight to your local water wholesaler.

We've listed below examples of the things you can contact us or the water wholesaler about.

Contact your water wholesaler about:

- Sewer flooding
- Public health risks e.g. pollution concerns
- Unexpected changes to your water supply or wastewater disposal

Contact us about:

- Billing
- High water usage
- Making a payment
- Change of tenancy

- If you're not sure who to contact, it's best to start with us
- If you don't know who your water wholesaler is, visit water-plus.co.uk
- If your problem is about your bill, payments or anything to do with your water and/or sewerage services, please contact us directly

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. 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.

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

Step 1

One of our experienced advisers will reply within 10 working days 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 our guaranteed service standards. You can find all the information at water-plus.co.uk

Step 2

If you're not happy with the outcome of step 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 10 working days.

Step 3

If you are still unhappy 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
Call: 0300 034 2222
Website:
ccwater.org.uk

Step 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



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