

# How we handle your complaints and compliments

2021-22





## What to do if you have a query

If you have a query about any of our services, the quickest way to contact us is by telephone.

If your query is about your bill or your meter

**0800 052 0145**

For Welsh speakers

**0800 052 6058**

For water or sewerage services

**0800 052 0130**

For Developer Services

(including information on new water or sewerage connections)

**0800 917 2652**

If you have hearing and/or speech difficulties, you can call us using the text relay service by dialling **18001** followed by the number you are calling e.g. **18001 0800 052 0145**. This is a free service that allows you to speak or type.

### What you can expect

When you call us we will do our best to get things sorted whilst you are on the phone. Sometimes we may need to make an appointment to visit you before we can complete your query.

Contacting us by phone is the quickest way to get things sorted out, but you can also contact us by:

#### Email:

Via one of our webforms. Please visit our website **[dwrcymru.com](http://dwrcymru.com)** to do this.

#### Writing to us at:

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



## What to do if something has gone wrong

If we have made a mistake or have done something wrong, please let us know straight away so we can put things right for you as quickly as possible.

### First let us know what the problem is

The quickest way to get your problem solved is to give us a ring. You can call us on **0800 052 0145**.

### What you can expect

We will do our best to sort out any issues for you straight away. If it's complicated, or we need to visit you before we get everything sorted out, it may take longer. We will give you a contact name of the person who is investigating your complaint and will keep in touch with you on our progress.

Contacting us by phone is the quickest way to get your complaint resolved but you can also contact us by:

#### Email:

water.enquiries@dwrcymru.com

#### Writing:

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

When you email or write to us we'll provide you with a response within 10 working days from the date we receive your complaint. If we don't do this, we will give you £20 under our guaranteed standards of service.

We may need to talk to you to get everything sorted out so please include your phone number so we can call you.

Our response could include some or all of the following:

- An apology.
- An explanation of what happened.
- What we are doing to put things right.
- If we can't meet your requirements or expectations, we will explain why.
- A payment under our guaranteed standards of service, if it's appropriate.
- Compensation, if it's appropriate.

If your complaint is about a disputed debt, we will put the debt recovery process on hold until we have let you know the outcome of our investigation. You still need to pay any amount not in dispute whilst we investigate.

### What to do if you have a query or concern about Data Protection

If you have a question or concern about how we use your Personal Information, or Data Protection please email us at: [dataprotectionofficer@dwrcymru.com](mailto:dataprotectionofficer@dwrcymru.com) or write to us at: Data Protection Officer, Dŵr Cymru Welsh Water, Linea, Fortran Road, St Mellons, Cardiff, CF3 0LT.



## If you are still unhappy

We hope you'll be satisfied with our response. If not, you can ask for complaint to be referred to one of our Directors. Our Director will carry out a fresh review into what has happened and how we have tried to sort things out for you. They will respond within 10 working days. In this response we will recap on what has happened and explain what we can do to resolve the matter. We will also give you the contact details for the independent bodies you can contact if you are still not happy with our response.



## Timescales to resolve issues

The majority of complaints are resolved quite quickly, although there may be occasions where they may take a little longer, because of the circumstances.

In the event that complaints will take longer than 8 weeks to resolve, we will always tell you why.

In all cases, whether you're unhappy with our final response, or unhappy that your complaint will take longer than 8 weeks to resolve, we will let you know that you can contact CCW, to review your case for you. Their contact details can be found on page 5.



## Independent reviews

If you're not satisfied with our Director's review of your complaint you can ask the CCW to investigate further.

You can contact them at:

CCW  
c/o 1st Floor, Victoria Square House,  
Victoria Square, Birmingham, B2 4AJ

Phone: 0300 034 3333

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

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

If your complaint remains unresolved after it has gone through all the stages of our complaints procedure and has been reviewed by the CCW, you may be eligible to take your concerns to WATRS, the Water Redress Scheme, which can provide an independent binding decision.

For details on how and when to apply:

Visit: [watsr.org](http://watsr.org)

Phone: 0207 520 3801

Email: [info@watsr.org](mailto:info@watsr.org)

Write to:

WATRS

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

You can also refer certain complaints to Ofwat, the economic regulator for the water and sewerage industry in England and Wales. For these complaints you should still contact us in the first instance, but if you remain dissatisfied you can ask Ofwat to investigate. The types of complaints they will investigate include:

- Our powers to lay pipes on private land.
- Concerns that we are allegedly breaking our licence conditions or our main water supply or sewerage duties.
- Anti-competitive behaviour under the Competition Act 1998, for example colluding on pricing or bidding for contracts.

You can contact them at:

Ofwat

City Centre Tower, 7 Hill Street,  
Birmingham, B5 4UA

Phone: 0121 644 7500

Fax: 0121 644 7559

Email: [enquiries@ofwat.gsi.gov.uk](mailto:enquiries@ofwat.gsi.gov.uk)

You can also refer complaints in relation to Data Protection to the Information Commissioner's Office.

Visit: [ico.org.uk](http://ico.org.uk)

Phone: 0303 123 1113

Write to:

Information Commissioner's Office  
Tŷ Wycliffe, Water Lane, Wilmslow,  
Cheshire, SK9 5AF



## Priority Services

If you have particular need due to your age, health, medical condition or extra communication requirements please register with us so that we can adapt our services to your needs. We understand that not everyone's situation or needs are the same and our Priority Services may help you.

We can offer practical help such as:

- Bills and leaflets in braille and large print.
- A nomination scheme if you need someone to act on your behalf.
- Extra assistance in the event of water supply interruptions.

If you'd like to find out more, just ask us about Priority Services when you get in touch.

You can also find the information on our website [dwrcymru.com/priorityservices](https://www.dwrcymru.com/priorityservices)



## Feedback and saying thanks

Complaints help us identify ways to improve our services for you. We regularly review the quality of our responses as well as the level of service we are providing.

It's also helpful to know when we have provided you with great service. You can let us know by ringing our Customer Team on **0800 052 0145** or by visiting our website [dwrcymru.com](https://www.dwrcymru.com) and nominating a member of staff (or team) for a Diolch Award.