

How we handle your complaints and compliments

2022-23





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 water or sewerage services

0800 052 0130

To speak with us in Welsh

0800 052 6058

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 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, using one of the numbers opposite.

Other ways to contact us

You can use our Live Chat service.

Visit our website **dwrcymru.com** and look for the button in the bottom right corner of your screen.

You can also direct message us on Facebook or Twitter.

 [dwrcymruwelshwater](https://www.facebook.com/dwrcymruwelshwater)

 [@dwrcymru](https://twitter.com/dwrcymru)

If you prefer to, you can tell us about your problem by filling in one of our webforms. These can be found on our website

dwrcymru.com/contactus

You can also write to us at:

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

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

What you can expect

When you let us know about your problem, we will give you the contact name of the person who is investigating it for you and they will keep in touch with you on our progress.

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.

Our response may include some or all the following:

- An apology.
- An explanation of what happened and 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.



Timescales to resolve issues

Most complaints are resolved quite quickly and we will do our best to sort any issues for you straight away, particularly if you call us.

We aim to reply to you within five working days from the date we receive your complaint. If we take longer than 10 working days, we will give household customers £20 and business customers £50 under our Guaranteed Standards of Service.

Sometimes it can take longer than this to fully resolve a complaint, particularly if the problem is complicated, or we need to visit you before we can get everything sorted. If this is likely to happen, we will contact you and explain why.



If you're still unhappy

We hope you'll be happy with our response. If not, you can ask for your complaint to be referred to a senior manager. They will carry out a fresh review into what has happened and how we have tried to sort things out for you and explain what else we can do to resolve the matter.

If you are unhappy with our final response, you can contact CCW (The voice for water customers) and ask them to review your case for you.



Independent reviews

CCW — The voice for water customers

You can contact them at:

CCW
23 Stephenson Street
Birmingham
B2 4BH

Phone: 0300 034 3333
Email: enquiries@ccwater.org.uk
Website: ccwater.org.uk

WATRS — Water Redress Scheme

If your complaint remains unresolved after going through our complaints procedure and has been reviewed by CCW, you may be eligible to take your concerns to WATRS, to provide an independent binding decision.

For details on how and when to apply:

Visit: watsr.org
Phone: 0207 520 3801
Email: info@watsr.org

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

Ofwat

You can also refer certain complaints to Ofwat, the economic regulator for the water and sewerage industry in England and Wales. 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



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

Or write to us at:
Data Protection Officer,
Dŵr Cymru Welsh Water, Linea,
Fortran Road, St Mellons,
Cardiff, CF3 OLT

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

Visit: ico.org.uk
Phone: 0303 123 1113

Write to:
Information Commissioner's Office
Wycliffe House,
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



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 and nominating a member of staff (or team) for a Diolch Award.