

# Affinity Water

## Development Experience Complaints Procedure



# Your Guide to our Complaints Procedure

**If you are unhappy with any aspect of your customer journey or the services, we provide for our developer customers we will do everything we can to resolve it fully and explain the reasoning behind the services we have provided. Our aim is to put things right as soon as possible.**

What happens now?

## Our complaints process

We want to ensure that we can resolve your query with minimal effort on your part. So, on the rare occasion when we were unable to resolve your query to your satisfaction, we will ensure that we review your complaint again through our escalated complaints process.

### Stage 1

To discuss your complaint, please call us first at **0345 357 2428**. Alternatively, you can send your complaint in writing to **dxcomplaints@affinitywater.co.uk**. We will provide you with a review of your complaint within **10 working days\***. This review will include a proposed timeframe for resolution or a request for additional information to resolve the complaint as soon as possible.

\*If you don't hear from us within 10 working days of us receiving your letter or email, we will automatically pay you £20 as part of our Guaranteed Standards of Service.



**If you are not satisfied...**

### Stage 2

If you feel that our investigation and subsequent response to your written complaint still does not address your concerns, then we will look for any further alternative outcomes that we can offer.

**If you remain dissatisfied, or if we have not managed to resolve your problem within 8 weeks of receiving your complaint (Please consider that permits and dates need to be granted by the Highways Authority or Local Council) ...**



### Stage 3

You now have the option to seek advice from the Consumer Council for Water (details on the back of this page), which is an independent organisation that represents your interests as a consumer.



**Finally...**

### Stage 4

Following the CCW's efforts to resolve your complaint, you have the right to refer your complaint to the Water Redress Scheme, known as WATRS, if CCW are unable to resolve on your behalf.

You can only make an application to WATRS once you have exhausted our complaints procedure AND have been told by CCW that you are eligible to apply. WATRS will then provide an independent binding decision on the complaint.

## Who monitors complaint procedures?

**Our complaints procedure complies with Section 29 of the Competition and Service (Utilities) Act 1992 and has been approved by Ofwat, the Water Services Regulation Authority.**

We record every complaint we receive. Each year an independent reporter and the CCW examine our complaint statistics, including our response times.

A report is then submitted to the CCW, who analyses the performance of each water company and publishes the results on an annual basis.

**Email:** [dxcomplaints@affinitywater.co.uk](mailto:dxcomplaints@affinitywater.co.uk)

### **CCW – the voice for water consumers:**

First Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

**Tel:** 0300 034 2222 (Mon-Fri, 8.30am to 5pm)

**Fax:** 0121 345 1010

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

## Complaints about wastewater services

We are only responsible for supplying fresh water to your property. If you need to complain about your wastewater service, please contact your wastewater provider. Depending on where you live, your wastewater services are provided by Thames Water, Anglian Water or Southern Water.

### **Anglian Water**

**0345 714 5145**

[www.anglianwater.co.uk](http://www.anglianwater.co.uk)

### **Thames Water**

**0800 316 9800**

[www.thameswater.co.uk](http://www.thameswater.co.uk)

### **Southern Water**

**0330 303 0368**

[www.southernwater.co.uk](http://www.southernwater.co.uk)