

the costs and arrangements for installing new water mains and sewers, and to the adoption of sewers; and with any allegation that we're not complying with our statutory duties or licence conditions. You may contact Ofwat by telephoning or writing to:

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA
Telephone: 0121 625 1300
E-mail: enquiries@ofwat.gsi.gov.uk
Text telephone: 0121 625 1422 (minicom)

Where else can I get further help and advice?

You can contact a solicitor or get free advice from your local citizens advice bureau, consumer advice centre, local authority trading standards or consumer protection department. You'll find contact details in your local telephone directory, or you can ask at your town hall or local authority offices.

Using this complaints procedure doesn't affect any other legal rights you may have.

What is your compliments procedure?

Whilst we welcome complaints because they help us understand where we can improve, it's also very helpful and useful for us to hear when you feel that we've provided an excellent service. We want to exceed your expectations wherever possible and enhance the experience that we provide.

Please let us know what you like about us, for example, the speed and quality of our service, the people you've met or spoken with or the way we treat our customers.

How do you find out what customers think?

We're determined to keep improving our service to customers. To achieve this we know it's extremely important to find out what our customers think. To deliver the right experience for our customers we have to listen to what they're telling us and act upon it.

We recognise the benefits of investing both time and resources in conducting extensive customer research, consulting with thousands of our customers, listening to what they have to say, then using that information to drive service improvements.

We carry out a continuous programme of research to monitor levels of customer satisfaction in relation to our products, services and people. We publish our findings on our website at yorkshirewater.com.

If you'd like to tell us your opinion of what we do and how well we do it, please call us on 0845 1 24 24 24 or visit yorkshirewater.com.

Services for customers with additional needs

We provide information in large-print, Braille and audio formats. If you'd like information about our free Helping Hands services, please contact us on 0800 138 7878.

How can I contact you?

Our contact centre is open 8am-8pm Monday to Friday, 9am-5pm Saturday

We're open 24 hours a day for emergency calls

Call us

All enquiries	0845 1 24 24 24
Request other information or leaflets	0845 1 24 24 24
Bogus caller checks on Identity cards	0800 1 38 78 78
Leakage	0800 57 35 53

Additional services:

Asian language	0845 1 24 24 21
Text telephone/minicom	0845 1 24 24 23
24 hour automated services	0845 1 24 72 47

Fax	01274 372800
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Visit our website	yorkshirewater.com
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Or write to us	Yorkshire Water PO Box 52 Bradford BD3 7YD
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Codes of practice:

- Additional needs
- Charges, bills and payments
- Complaints & compliments procedure
- Customer Charter
- Debt recovery
- Leakage from customers' supplies
- Responsibility for pipework
- Sewerage and waste water
- Water meters
- Water supply services

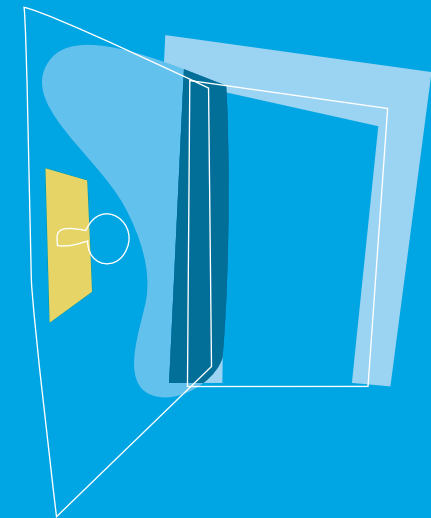
yorkshirewater.com

Yorkshire Water Services Limited
 Western House Halifax Road Bradford BD6 2SZ
 Registered in England and Wales No.2366682

code of practice

Tell us what you think

Complaints and compliments procedure



Our complaints and compliments procedure explained

This code of practice is approved by the industry regulator, Ofwat. Please refer to the back cover for a list of other codes of practice for domestic customers. These are free and available on request.

We aim to provide a high standard of service and to treat you with courtesy and fairness at all times. We welcome any comments you may have, whether a query, suggestion, compliment or complaint. We always try to respond to contacts quickly and in full.

Who do I contact?

Please contact us via our website at yorkshirewater.com, or by calling or writing to the relevant office below:

Customer accounts (charges, bills and payments):

Yorkshire Water
Customer Accounts
PO Box 52
Bradford BD3 7YD
Telephone: 0845 1 24 24 24

Water (water supply and water quality):

Yorkshire Water
Water Business Unit
PO Box 52
Bradford BD3 7YD
Telephone: 0845 1 24 24 24

Waste water (sewers and drains):

Yorkshire Water
Environmental Business Unit
PO Box 52
Bradford BD3 7YD
Telephone: 0845 1 24 24 24

Our contact centre is open 8am-8pm Monday to Friday, and 9am-5pm Saturdays. We're open 24 hours a day for emergency calls.

What is your complaints procedure?

In this leaflet we explain how we handle complaints including those relating to:

- Water quality.
- Water pressure.
- Leakage.
- Treatment and disposal of waste water.
- Drainage.
- Sewer flooding.
- Water meters.
- Charges, bills and payments.
- Debt recovery.

Who will deal with my complaint?

We've a Yorkshire-based contact centre which in most cases will be able to deal with your complaint straightaway. If this is not possible, we also have specialist correspondence teams for water, waste water and customer accounts which will investigate your complaint and respond within seven working days. If we need to arrange a visit to help us to investigate and resolve your complaint, we or one of our

contracted Service Partners will make an appointment to come to your home.

We keep a record of all complaints to help us improve our service in the future. All of our customer service people including our contracted Service Partners receive regular training in customer care.

Even if one of our contracted Service Partners was responsible for the cause of your complaint, please contact us, in order that we can investigate and resolve it.

How will you deal with my complaint?

If you call us, we'll try to answer your complaint immediately. If we can't, we'll arrange to ring you back.

If you write to us, by letter, fax or e-mail, we'll look into the problem and reply within seven working days. If we fail to do this, we'll give you an automatic payment under our Customer Charter. We send a copy to every customer each year. If you'd like another free copy, please contact us.

If we need to carry out investigations at or near your property, we'll make an appointment to visit you.

If we're taking action against you to recover unpaid charges, we'll withhold action, whilst we investigate your complaint, if it relates to your bill.

How do you put things right?

We'll investigate your complaint and try to resolve it fully. We'll say sorry if we've made a mistake or if we've inconvenienced you, and we'll do everything we can to put things right as soon as possible.

Can I claim for compensation?

If we fail to meet any of our standards, we'll pay you compensation in line with our Customer Charter.

We'll consider claims for compensation in respect of any loss or damage that we cause, without you needing to fill in a form. You'll need to provide evidence of any out-of-pocket costs that you've incurred.

Similarly, if we've caused you particular hardship or inconvenience, we'll consider a claim for compensation and we'll take into account your particular circumstances when settling your claim.

If you wish to make a claim, please call us on 0845 1 24 24 24 or visit yorkshirewater.com.

Can I have my complaint reviewed?

If you're not satisfied with the outcome of your complaint or claim, or the way we've handled it, you can request that we carry out a formal review. Please contact us without delay, explaining why you remain dissatisfied and what action you would like us to take. The review will be independent of the original investigations and may overturn the previous decision if appropriate. We'll let you know the outcome of our review within seven working days. If we fail to do this, we'll give you an automatic payment under our Customer Charter.

Can I go elsewhere for an independent review?

If you're still unhappy with the outcome of your complaint or claim, you may request an independent review, by telephoning or writing to:

Consumer Council for Water

Northgate House
St. Augustine's Way
Darlington
DL1 1XA

Lo-call number: 0845 7 08 93 68
(or call 01325 469 777)

E-mail: yorkshire@ccwater.org.uk

Text telephone: 0121 345 1044 (minicom)

The Consumer Council for Water (CCWater) is an independent national body set up to protect your interests and to champion customer issues. CCWater ensures that customers' collective voice is heard in the national water debate and has undertaken research to understand customers' views and use this to influence decision makers within the industry.

CCWater will investigate customer complaints relating to our business activities. The regional office and committee may then act on your behalf to try to resolve your complaint with us. If CCWater asks us to withhold debt recovery action whilst looking into your complaint, we'll agree to do so.

Under the Water Industry Act 1991, the industry regulator, Ofwat, or an independent arbitrator may settle certain disputes. Where this is appropriate, we'll explain the action you can take – or you may prefer to seek advice from CCWater or another independent advice agency.

In particular, Ofwat deals with complaints relating to