

Codes for Adoption

Redress in Relation to the Adoption of Sewerage and Clean Water Assets

April 2018

It's part of our
Blueprint for Yorkshire



YorkshireWater

Codes for Adoption

Our Commitment to You

In line with Ofwat's Codes for Adoption (April 2018), Developer Services have developed a process of redress for customers applying for the formal adoption for sewerage assets, under Section 102 and Section 104, and clean water assets, under Section 51 of the Water Industry Act 1991 into Yorkshire Water.

Our customers are at the heart of everything we do, so we make these promises:

- We are easy to deal with
- We are helpful and friendly
- We get it right first time

However, should things go wrong, we put them right. We try our best to get things right first time, but realise that we do fall short occasionally. If this happens, we will get in touch with you as soon as possible. We welcome any comments, queries or issues and we'll respond quickly, fairly and courteously. Our commitment to you in relation to redress is as follows:

Failure to meet our timescales

Step 1 – if we fail to respond to your adoption request within the stated timescale, your case will be assigned to a Case Manager within the either the Sewerage or Clean Water Technical Team of Developer Services

Step 2 – the Case Manager will contact the applicant to explain that we have failed to meet our commitment to you on this occasion and discuss the course of action we will take

Step 3 – your application will be prioritised and dealt with as soon as practicably possible

Step 4 – following an internal review, we will contact you to explain why we have failed to meet our commitment to you on this occasion. The Case Manager and Technical Team Leader will decide whether payment of the application fee is refundable to the applicant.

Step 5 – internally, we will hold fortnightly workshops to understand where we have gone wrong and identify where we can improve in the future. We're not perfect but we're always looking at ways to improve.

Developer Services have developed this redress process specifically in relation to the adoption of sewerage and clean water assets, which sits outside of our existing complaints process and associated compensation. Please contact us as soon as possible if you are not satisfied with our service. Our complaints procedure can be found [here](#).

Likewise, if you've had a good experience with us, we'd really like to know so that we can thank the colleagues involved and continue to improve our service.

If you would like to know more about our promised and guarantees to you, our Customer Charter can be found [here](#).



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