

Developers Guide to Redress

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YorkshireWater

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General

The purpose of this document is to provide customers with appropriate redress for failure to meet current minimum levels of services that the sector publicly reports against, without prejudice to any liability on part of the Sewerage Company under an Adoption Agreement.

In line with Ofwat's Code for Adoption (Sewerage), we have developed a process of redress for customers applying for the formal adoption of sewerage assets into Yorkshire Water, under Section 104 (S104) and Section 102 (S102) of the Water Industry Act 1991.

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.

Contact Us



Email
technical.sewerage@yorkshirewater.co.uk



Visit
yorkshirewater.com/developers



Call 0345 1 20 84 82
Monday to Friday 8am–5pm.



Write to us
Yorkshire Water,
Developer Services PO Box 52,
Bradford BD3 7AY

Method of Redress

Customer Redress

Without any requirement on the part of the customer to notify Yorkshire Water of failure, the following process will apply.

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 Sewer Adoption, Diversion and Requisition Team of Developer Services.

Step 2 – within one working day of the failure, the Case Manager shall email the customer with such information as shall reasonably be available to it regarding the nature and cause of the failure with relevant supporting evidence, and an indication of the proposed remedial action.

Step 3 – your application will be prioritised and dealt with as soon as practicably possible. The email shall contain a new date for the performance of the service.

Step 4 – following an internal review, the Case Manager will decide whether payment of the application fee is refundable to the applicant.

Step 5 – the customer may either confirm acceptance of this information or request escalation to the Compliance Manager (within Developer Services).

Where the customer requests such escalation, the Compliance Manager shall within five working days of receipt of such notification, report in writing on the causes of the failure and on how the failure can be corrected, if this has not already occurred and whether there are any lessons for either party arising out of the failure which might prevent a recurrence of similar failures.

The Fifth Schedule of the Model Sewer Adoption Agreement contains a dispute resolution procedure which will be followed where a party is not satisfied after having completed this redress process.

Yorkshire Water Complaints Process

Developer Services have developed this redress process specifically in relation to the adoption of sewerage assets, which sits outside of Yorkshire Water's 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 on our website in our 'How we put things right' leaflet.

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 promise and guarantee to you, our Customer Charter can be found on our website.

Both documents can be viewed via this weblink yorkshirewater.com/policies



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