

New Appointments and Variations (NAVs): How we put things right

Complaint Procedure

0345 1 24 24 24
Mon - Fri 8am - 8pm, Sat 9am - 5pm
24 hr automated services
(debit/credit card payments)
0345 1 247 247

Customer reference number



YorkshireWater

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

**We're easy to deal with.
We're helpful and friendly.
We get it right first time.**

Should things go wrong, we put them right.

We welcome any comments, queries or issues and we'll respond quickly, fairly and courteously.

If you do have a complaint, this leaflet will explain what you need to do. Of course, we're not perfect but we're always looking at ways to improve for the future.

This document relates to New Appointment and Variations (NAVs). If you are a developer or self-lay provider, please contact Developer Services via the Yorkshire Water website.

What happens if we don't get it right first time?

We try our best to get things right first time, but realise that we do fall short occasionally. If this happens, please get in touch as soon as possible.

We'll look into your complaint carefully and try to find a solution we're both happy with. Of course, we'll say sorry if it's our mistake or we've inconvenienced you.

The quickest way to resolve your complaint

The quickest way to resolve your complaint is to contact your Client Relationship Manager. We'll try to solve your problem on the phone, but if not, we'll look into it and call you back.

Alternatively, you can write to us and we'll respond within 7 working days.

Contact us in writing



Email: Network.access@yorkshirewater.co.uk

We monitor this inbox daily and our Client Relationship Managers receive automatic notifications every time someone contacts us. This is the best way to write to us.



By Post: Yorkshire Water,
Market Operations Team,
Western House,
Bradford,
BD6 2SZ

Don't forget to include your name, email address and phone number.





After we receive your written complaint:

Step 1: We will send a written reply within 7 working days. We may also give you a call to understand your issue and try to resolve things over the phone. Our reply will include a phone number and the name of the person dealing with your complaint should you wish to discuss any aspect of our response.

Step 2: If you're unhappy with the outcome of your complaint and write to us again, your complaint will be reviewed by the most appropriate head of department and they will write to you directly to confirm the outcome of their investigations.

Step 3: If after both steps you're still not happy, you can ask for an independent review from Ofwat. Ofwat are the economic regulator of the water and sewerage sector in England and Wales. To find out more information about Ofwat please visit their website ([link](#)).



