

Tell us what you think

Your guide to our complaints and compliments procedure



YorkshireWater

Our complaints and compliments procedure explained

When things go wrong it's important to know how to make a complaint. Equally, if something has gone well, it's nice to be able to pass on a compliment. We welcome any comments you may have, whether it's a query, suggestion, compliment or complaint and will always respond quickly, fairly, courteously and in full.

This leaflet sets out how we'll deal with complaints and compliments about our services and activities.

Who do I contact?

Please contact us in one of the ways listed below if you have a query or suggestion, wish to pay us a compliment, or make a complaint.



Call us on: **0345 1 24 24 24**



Visit our website: **yorkshirewater.com/contactus**



Write to us:

Yorkshire Water

PO Box 52, Bradford, BD3 7YD

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

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 for a specialist advisor to call 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 of £25 under our Customer Charter. If you'd like a copy of our Customer Charter please contact us or visit our website: **yorkshirewater.com/policies**

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.



Who will deal with my complaint?

We have a Yorkshire-based customer service line, which in most cases will be able to deal with your complaint straightaway. If this is not possible, we also have specialist teams 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 sub-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.

What if any complaint is about a Service Partner?

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

What if I want someone to contact you on my behalf?

We'll respond to complaints raised by your representative once we've established you've given permission for them to act on your behalf.

How do you put things right?

We'll investigate your complaint and try to resolve it fully. We'll apologise 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.

Our customer complaints procedure

What can I do if I'm not happy?

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, and we try to answer queries and resolve complaints quickly and in full.

Please contact us as soon as possible if you're not satisfied with our service. We'll then investigate your complaint and try to resolve it to your satisfaction. Where your complaint is justified, we'll apologise and do everything we can to put things right as soon as possible.

What if we fail to meet our standards?

Step 1: Our Customer Charter

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.

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

If you wish to make a claim, please call us on **0345 1 24 24 24** or visit yorkshirewater.com/policies

Step 2: Formal review of your complaint

If you're not satisfied with the outcome of your complaint or claim, or the way we've handled it, you can request for our Head of Customer Service to carry out a formal review.

Please contact us, explaining why you remain dissatisfied and what action you would like us to take. The review may result in the original decision being overturned. 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.

Step 3: Independent review by CCWater

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



Visit the CCWater website www.ccwater.org.uk



Call CCWater on **01325 469777**



Write to CCWater at
Consumer Council for Water
Second Floor
Bondgate House
90 Bondgate
Darlington
DL3 7JY

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 the 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 may then act on your behalf to try to resolve your complaint with us.

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. If CCWater asks us to withhold debt recovery action whilst looking into your complaint, we'll agree to do so.

Step 4: Independent review by the Water Industry Redress Scheme

If you're unhappy with the review from CCWater, you have the right to refer your case to the Water Industry Redress Scheme (WATRS).

If you would like to learn more about WATRS or make an application:



Visit the WATRS website **www.watrs.org**



Email **info@watrs.org**



Call WATRS on **0207 520 3801**



Write to WATRS at

WATRS

International Dispute Resolution Centre

70 Fleet Street

London

EC4Y 1EU

WATRS are neutral arbitrators who will look at your case independently of Yorkshire Water and CCWater to try and reach a fair decision. This service is free to our customers.

Where else can I get further help and advice?

You can contact a solicitor or get free advice from your local Citizens Advice Bureau, or Local Authority trading standards.

You'll find contact details in your local telephone directory, or you can ask at your town hall or Local Authority offices. You can also get advice online at www.citizensadvice.org.uk or www.adviceguide.org.uk.

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

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.

If you'd like to tell us your opinion of what we do and how well we do it, please call us on **0345 1 24 24 24** or visit yorkshirewater.com/contactus

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.



If you think we've provided an excellent service we'd like to know so that we can say thanks to the person/s involved and continue to improve where we can. Call us on **0345 1 24 24 24** or go to yorkshirewater.com/feedback and look for the wow awards logo.

If you need to get in touch:



Visit our website yorkshirewater.com



Tweet us @YWHelp



Call us on **0345 1 24 24 24**

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm.

For water and sewerage enquiries we're open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We're open 24 hours a day for emergency calls.



Write to us

PO Box 52
Bradford
BD3 7YD

Other useful numbers:

Asian language	0345 1 24 24 21
Text telephone/minicom	0345 1 24 24 23
24 Hour automated services (meter readings and payments)	0345 1 247 247
Fax number	01274 372 800

Codes of Practice available:

- Our Customer Charter
- What if you need some extra help?
- What do we charge and why?
- Tell us what you think
- What if paying your bill is a problem?
- How do we manage your water supply?
- What happens if you've got a leak?
- Whose pipe is it?
- Where does your water go?
- Would a water meter be right for you?

Our Business Customer Charter details our service commitments, including the payments you're entitled to if we don't meet our promises.

Visit yorkshirewater.com/policies for details