Step 4 continued

WATRS decision is binding on the water company.

Following notification from CCWater you can make an application, free of charge, via WATRS website **www.watrs.org** or you can email **info@watrs.org** to ask for an application form to be sent to you.

Guidance notes are also available on the website or you can request that a copy be sent to you by telephoning **0207 520 3801**.

WATRS
Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Further information about WATRS can be found on our website:
www.south-staffs-water.co.uk

Ofwat
Ofwat is the Government department responsible for making sure that the water industry in England and Wales provides customers with a good quality product and efficient service at a fair price.

Ofwat also deal with some cases, examples of these include:

- Those about water and sewerage companies' powers to lay pipes on private land
- Concerns that water companies are allegedly breaking their licence conditions or their main water supply or sewerage duties
- Complaints about anti-competitive behaviour under the Competition Act 1998, for example colluding on pricing or bidding for contracts

For more information visit: **www.ofwat.gov.uk**

3122/04/2015

South Staffs Water

About our **Customer Complaints** Procedure

www.south-staffs-water.co.uk

Customer Complaints Procedure

We aim to provide you with an excellent service, but sometimes things can go wrong. We take complaints very seriously, so if you are not happy with our service we will do our best to put things right. This leaflet tells you how to complain and how we deal with your complaint.

We will be happy to liaise with someone else on your behalf if you prefer. We will need written agreement from you both before we proceed; please be aware we are not responsible for any costs this may incur.

Step 1

If you have a complaint about your **bill**, please call our Customer Contact Centre on:

0845 60 70 456

Minicom users: **01922 618025**

If you have a complaint about the **water supply**, please call us on:

0800 389 10 11

Minicom users: **01922 618025**

If you are unhappy with the outcome of your call, you can write to us:

Customer Relations
South Staffs Water
Green Lane
Walsall
WS2 7PD

We collect sewerage charges for Severn Trent Water. We will answer complaints regarding sewerage charges, however, complaints about ***sewerage services*** are handled direct by Severn Trent Water.

Severn Trent Water Ltd
Customer Relations
Sherbourne House
St Martins Road
Finham
Coventry
CV3 6SD

Telephone: **0800 783 4444**

Under our Guaranteed Standards of Service, if we fail to respond to your written complaint within 10 working days from receipt we will automatically issue you with a payment of £30.

Step 2

If you are not satisfied with our response, you can write to our Service Delivery Team Manager, who will carry out a further review.

Service Delivery Team Manager
South Staffs Water
Green Lane
Walsall
WS2 7PD

Step 3

If, having gone through the first two steps, you feel your complaint has not been resolved; you can refer it to the Consumer Council for Water (CCWater), the independent body set up to represent customers.

Consumer Council for Water
1st Floor, Victoria Square House
Victoria Square
Birmingham
B2 4AJ

Telephone: **0121 345 1017**

Fax: **0121 345 1010**

Email: **central@ccwater.org.uk**

Website: **www.ccwater.org.uk**

Step 4

If you remain dissatisfied following CCWater's efforts to resolve your complaint, you may be eligible to refer it to the Water Redress Scheme known as WATRS.

WATRS is an alternative dispute resolution (ADR) scheme to help resolve the very small number of customer complaints where the customer remains dissatisfied after the company procedure and CCWater involvement. WATRS provides an alternative to going to court or a tribunal.