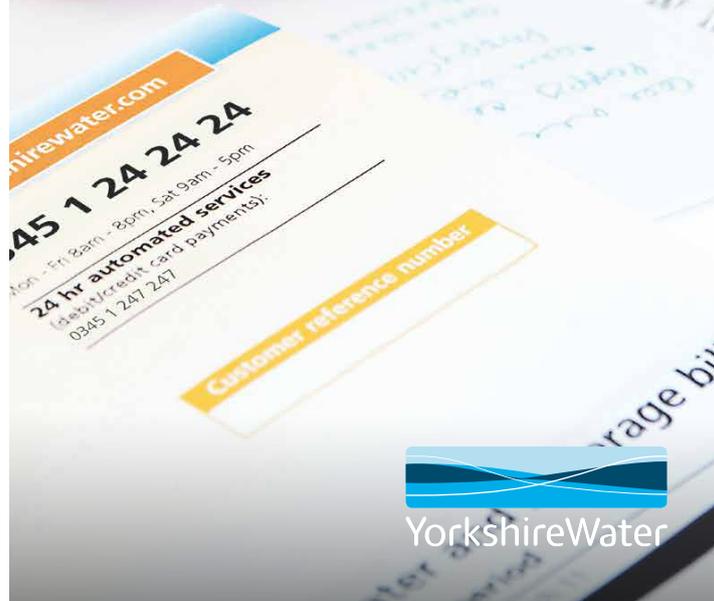


How we put things right

Complaint Procedure



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.

On the back cover of this leaflet you'll find all the ways you can get in touch with us, along with a full list of other free customer guides about all the services we offer.

This document relates to domestic customers only. If you're a business, please contact your retailer.



After we receive your written complaint:

Step 1: We'll give you a call to understand your issue and try to resolve things over the phone. If we can't get hold of you, we'll send you a written reply in 7 working days. 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 our Head of Customer Service.

Step 3: If after both steps you're still not happy, you can ask for an independent review from the Consumer Council for Water. CCWater is an independent body set up to ensure the customer's voice is heard and they will investigate customer complaints relating to our business.



Consumer Council for Water (CCWater)

Email: enquiries@ccwater.org.uk

Call us on: **0300 034 2222**

Write to : **Consumer Council for Water**
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ

Step 4: If you still remain dissatisfied, you may be able to refer your case for an independent review by the Water Industry Redress Scheme (WATRS). CCWater will let you know if your complaint is eligible to be dealt with by WATRS.

For more details about WATRS or make an application:

Visit: watsr.org

Email: info@watsr.org

Call us on: **0207 520 3801**

Write to **WATRS**
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU



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.

Call us on 0345 1 24 24 24 – the quickest way to resolve your complaint

We'll try to solve your problem on the phone, but if not, we'll look into it and call you back.

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

If you're still unhappy, you can ask for your case to be referred to a Customer Resolution Manager.

Contact us in writing

Contacting us by phone is normally the quickest way to resolve any problems but if you prefer to write, please do and we'll respond within 7 working days. If we don't, we'll pay you £25 under our Customer Charter.

Don't forget to include your name, account number, email address (if you have one) and phone number.

Write to us: Yorkshire Water, Box 52, Bradford BD3 7YD



Free ways to contact us:



Chat with us live on our website



Free callback service via our website

No waiting around on hold, fill out a simple form and one of our advisors will call you back as soon as possible.



Visit our website yorkshirewater.com



Tweet us @YWHelp



Contact us on Facebook

Other ways to contact us:

Telephone

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.

24 Hour automated services

0345 1 247 247

(meter readings and payments)

Write to us

PO Box 52, Bradford, BD3 7YD

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 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