

## **If you're unhappy with our service**

We want to provide you with a first-rate customer service at all times. However, we know that sometimes we don't get it right.

If you're unhappy, please let us know straight away so we can discuss the situation with you and decide what we need to do, you can get in touch at [thameswater.co.uk/contactus](https://thameswater.co.uk/contactus). To help us deal effectively with your complaint we may have to pass some of your details to other employees, or contractors who work on our behalf, so your concerns can be fully resolved.

While we will work with you to resolve the issue, our quality promise leaflet explains the steps we both need to take if want to get your complaint reviewed. You can download a copy here or by visiting [thameswater.co.uk/ourpromise](https://thameswater.co.uk/ourpromise).

Due to the nature of some disputes, for example, disputes involving the Water Meter Regulations, it may not be appropriate for CCWater to become involved. You may take your complaint to Ofwat. Further information about the types of complaint Ofwat deal with is available on their website, [www.ofwat.gov.uk](http://www.ofwat.gov.uk). Alternatively, you may wish to seek independent advice or pursue your dispute through arbitration.

## **Feedback on our service**

To provide us with feedback on our service please visit [thameswater.co.uk/feedback](https://thameswater.co.uk/feedback).

We want to provide you with the best possible service. If you think we've fallen short on this, please let us know so that we can put things right as quickly as possible. Please call us on one of the following numbers:

### **Your bill or charges**

**0800 980 8800**

Monday to Friday, 8am to 8pm

Saturday, 8am to 6pm

### **Your water or wastewater services**

**0800 316 9800**

Lines are always open

Email: [customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)

### **By post**

Thames Water, PO Box 436, Swindon SN38 1TU

When writing to us, please provide your phone number as this may help us deal with your issue more quickly. Please let us know when the best time is for us to call you back.

## Water Redress Scheme

If your complaint isn't resolved to your satisfaction, you may be eligible for a review under the Water Redress Scheme (WATRS). This is an independent adjudication service to resolve disputes between customers and water companies.

The Scheme will address those complaints which remain unresolved at the end of the complaints process. You can use it when all efforts to resolve the complaint have failed, the parties concerned cannot agree upon an outcome and neither party is willing to change its position.

If you've received a WATRS letter from CCWater and your complaint falls within the eligibility criteria for the scheme, you can make an application via the WATRS website [watrs.org](https://www.watrs.org) or you can ask for an application form to be sent to you through [info@watrs.org](mailto:info@watrs.org) or by phoning 0207 520 3801.

If you'd like more information about eligibility, or wish to apply to use this service, please refer to the WATRS website, [watrs.org](https://www.watrs.org).

Alternatively, you can ask for an application form through [info@watrs.org](mailto:info@watrs.org) or by phoning **0207 520 3801**. You can also write to them at:

WATRS,  
International Dispute Resolution Centre,  
70 Fleet Street,  
London  
EC4Y 1EU.