



Putting things right

Our complaints procedure



How to get in touch with us

If something's gone wrong, we want to put it right.

If you're reading this, you're unhappy with your experience with us – we're really sorry about that.

We'd love you to give us a chance to make things right. To help us to help you, please give us a call. You just need to let us know what's gone wrong, and we'll see if we can resolve your concerns there and then.

There are different numbers to call depending on your issue:

- For help with your account, bill or charges, call us on:
0800 980 8800
- For help with your water or wastewater services, call us on:
0800 316 9800

Please visit thameswater.co.uk/complaints for our opening hours.





How we'll deal with your complaint

If we can't resolve the issue straight away, we'll let you know how long it is likely to take and when we'll contact you again.

We may need to pass your details to colleagues or partners working on our behalf. You can find out more about how we use and protect your personal data at thameswater.co.uk/privacy

If you appoint a solicitor or land agent to manage your complaint, we'll be happy to liaise with them,

but we can't be responsible for any costs incurred.

In some areas, we collect wastewater charges on behalf of another company. Their name will be on your bill. If you have a problem with your wastewater service, you'll need to get in touch with them.

You can find helpful advice and more ways to get in touch with us online - visit thameswater.co.uk/contactus

Writing to us

If you have a complaint, please always call us if you possibly can. We find the best way to quickly and fully resolve complaints is by talking things through together on a call. But if you'd like to write to us then you can:

- Email us via our website thameswater.co.uk/complaints
- Or write to us at:

**Thames Water, PO Box 436,
Swindon, SN38 1TU**

When you write to us

Please include your phone number and the best times to call, so we can get back to you as quickly as possible.

For billing-related complaints, please include your account number so we can check your account to understand what's happened.

What we'll do

We'll respond to you as quickly as we can. At the latest, we'll get back to you with a full response within ten working days of receiving your letter. This might be by telephone call, but if we can't speak to you, we'll contact you in writing.

Some things may take us longer to sort out. If that's the case for your complaint, when we contact you, we'll let you know what we need to do, how long it will take us and when we'll contact you again. We'll work with you to make sure we've resolved the matter for you within eight weeks.

If for any reason we haven't got back in touch within ten working days of receiving your letter, we'll automatically credit your Thames Water account with £20 as part of our Customer Guarantee

Scheme. You can find out more about this at thameswater.co.uk/customercommitment

Escalating your complaint

Unless we need more information from you, you should only need to contact us once to get your complaint resolved.

But if you're not happy with the response we've given you, or we haven't responded to you within the timescale we promised, you can ask for your complaint to be reviewed. We'll need you to tell us the reasons why you think our decision is wrong.

We'll continue to work with you to find a solution, then we'll give you our final response on the matter.

What to do if you're not happy with our final response

If you've made a complaint and you're unhappy with our final response, or it's taking more than eight weeks to reach resolution, here's what you can do next.

Reach out to CCW

CCW – the voice for water consumers – is an independent body that can represent claims and complaints on your behalf. If CCW takes on your case, we'll work with the team there to resolve things as quickly as possible.

You can contact CCW using the following contact details:

ccwater.org.uk

CCW, London & South East
1st Floor, Victoria Square House
Victoria Square,
Birmingham, B2 4AJ

0300 034 2222

Please note, CCW will normally only take up a complaint on your behalf once we've had the opportunity to put things right.

If CCW can't help

If all else fails, CCW may refer you to the Water Redress Scheme (WATRS). WATRS is an independent service designed to resolve long-term disputes between customers and water companies. It can make a final decision on your case that we'll have to act on.

CCW will give you the details you need in your referral, but you can find out more at watrs.org

0207 520 3801

info@watrs.org

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

Can Ofwat help?

Ofwat is our economic regulator and doesn't handle complaints. It can only deal with certain issues within specific topics – such as water or sewer main requisitions, sewer adoptions, or anti-competitive behaviour. You can find out more at ofwat.gov.uk



This leaflet can be supplied in large print, braille, or audio format upon request.



thameswater.co.uk/extracare



0800 009 3652

How our process is regulated

Our complaints procedure has been approved by Ofwat, the Water Services Regulation Authority, and it complies with Section 29 of the Competition and Service (Utilities) Act 1992. We make sure to record every complaint we receive, and our statistics, are reviewed each year by an independent reporter and CCW. CCW then analyses the performance of each water company and publishes the results every year.