



Our redress process

Code for Adoption

Our simple process for redress

To underline our commitment to you in line with Ofwat's Code for Adoption, we've developed a process of redress for the formal adoption of sewerage assets under Section 104 of the Water Industry Act 1991.

Our commitment to you

We want to treat all our customers like family, and we aim to do this by:

- Making and keeping promises
- Always checking you're happy
- Working with you to find the right solution
- Keeping it simple

We do everything we can to get things right first time, but unfortunately, processing delays do sometimes occur. We'll be in touch as quickly as we can if your applications are held up for any reason.

If there's an issue

We'll proactively manage your applications and the upcoming deadlines and target dates, but if we don't think we'll meet our timescales, we'll follow these steps:



We've developed this redress process specifically in relation to the adoption of sewerage assets, which sits outside of our existing complaints process and associated compensation policies.

We welcome your feedback

Please contact us as soon as possible if you're unhappy with our service. You can call your single point of contact or email us at developer.services@thameswater.co.uk

Likewise, if you've had a good experience with us, we'd really like to know so that we can acknowledge our colleagues and continue to improve our service for you.