

Bid Assessment Framework - Complaint Form

Thames Water will hear complaints if a third-party bidder considers that Thames Water has not followed the BAF at any stage in the bid assessment process, if this process falls under the remit of the BAF (i.e. it relates to procurement of water resources, demand management or leakage service solutions). Thames Water will take appropriate action to remedy any complaints where the BAF has not been properly applied.

If you wish to register a complaint please complete the details below and email this form to procurement.support CENTRE@thameswater.co.uk. Please include the words 'BAF complaint' in the subject line of your email.

The complaints process details can be found at the end of this form.

Company /Supplier Name	
Contact Name	
Contact email address	
Contact telephone no.	
Date	
Nature of Complaint - for example 'Pre-qualification selection'	
Complaint Detail - please provide sufficient details in order for your complaint to be assessed	

BAF Complaints process

