Unhappy **with our service?**

A guide to our complaints process

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WONDERFUL ON TAP

HAFREN DYFRDWY
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Working hard to keep wonderful water flowing

Hafren Dyfrdwy is always working hard to keep wonderful water flowing to your home and provide great service on tap. We try to get things right first time, so we're sorry to hear that we haven't quite hit the mark this time.

We're here to help you

Our friendly customer care team is here to answer queries about your bill, water supply or our sewerage service – we can find solutions to most problems quickly and simply. Here's how to contact us:

Your water bill

If you have a query about your bill, give us a call on **0330 678 0679** (a local rate call) any time between 8am–9pm on Monday to Friday, and 8:30am–5:30pm on Saturdays and we'll hopefully be able to help.

Our sewerage service and water supply

These are two things that keep our lives flowing as they should – all day, every day. So our team is here to help you 24 hours a day, 7 days a week for questions about either. Just give us a call on **0800 085 8033** (a local rate call).

You can also get in touch at **hdcymru.co.uk.** Here, you can manage your account online, report a leak, find out what we're working on in your area and much more.

Whenever a customer contacts us, we'll try our best to answer your query and put things right as soon as we can. But if for whatever reason we can't, one of our duty managers will be happy to chat to you. Or, if it suits you better, we can arrange to call you back at a time that works for you. We'd welcome another chance to work things out for you.

Our complaints process

We never like to hear that we've let a customer down and always want you to get in touch to let us know what's happened. There are four steps in our complaints process and we'll try our hardest to sort your problem when you first make contact. But if you aren't happy with our initial help, there are a few simple steps to follow:

1 Making your complaint

The quickest way to get in touch is either through our website or by sending us an email at **customercare@hdcymru.co.uk** to explain what the problem is. If you'd prefer, you can also write to us at:

Customer Care Team
Hafren Dyfrdwy
PO Box 507
Darlington
DL1 9XF

To help us get back to you quickly, don't forget to include your phone number. We'll respond to you within 10 working days of receiving your letter or email, and if you still haven't heard from us, you might be entitled to payment under our Guaranteed Standards Scheme (you can find out more about this in section 9 on the codes of practice link on our website). **hdcymru.co.uk/yourrights**

2 Reviewing your case

Hopefully, we'll have already resolved your issue. If we haven't, we'll be happy to review your case. Just let us know if you'd like us to do this – our customer care team will carry out a review and get back to you within 10 working days to let you know the outcome.

There may be occasions where we need to chat through your case with you face to face. Where possible, we will try to arrange a visit. We're happy to come and meet you anywhere within our region, or we can put a date in the diary for you to visit us

3 The Consumer Council for Water

If we've reviewed your case, but you still think we could have done more to help, you can get in touch with the Consumer Council for Water, who will help resolve the issue where they can. You can write to them at:

The Consumer Council for Water
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ

Alternatively, go to **ccwater.org.uk** or call them on **0300 034 3333** weekdays only 8.30am – 5pm

4 Alternative Dispute Resolution (ADR)

If you've been through the first three stages of this process and your complaint still hasn't been resolved, it's worth getting in touch with the Water Industry Redress Scheme (WATRS). This is a helpful, voluntary team that deals with the few customer complaints that aren't resolved. They'll provide an independent decision, which is impartial and means they should be able to help you, without the need for you to go to court or a tribunal.

You can make an application for their help on their website – **www.watrs.org** – where you can also find some guidance on the process. You can also ask for the application form to be sent to you by emailing **info@watrs.org** or calling **0207 520 3801.**

You can write to them at:

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

A quick bit of information about the commitments we've signed up to with WATRS. You can find a full copy of all of these at **www.watrs.org/commitments**

- To provide WATRS free of charge to all customers
- To support the principles set out in the ADR specification
- To respect the independence of WATRS
- To be bound by any decision made by WATRS's adjudicator if the customer accepts it, and to act on the decision that is made
- To co-operate with and pay attention to the recommendations of the ADR panel.

This publication is available in alternative formats, including large print and Braille.

You can also receive future communications from Hafren Dyfrdwy in Welsh language.

For further information:

Call **0330 678 0679**

customercare@hdcymru.co.uk

Calls to 0800 numbers are generally free from all mobiles and landlines. Calls to 0330 and 0333 numbers are charged at the same rate as standard landline numbers that start with 01 and 02 and will be included in any inclusive minutes. For calls to 0845 numbers, please check with your network provider.

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