

CHOLDERTON & DISTRICT WATER COMPANY LTD

Code of Practice

QUERIES AND COMPLAINTS

We want to help

As a Cholderton & District Water Company customer we believe you are entitled to a high level of service from us.

We want to hear from you if you are disappointed with the service that you have received.

Unless you tell us where we are going wrong, we will not know how to improve our service in the future.

If you have a question about your bill

You can contact us in one of three ways:

Telephone: 01980 629203
(Monday to Friday 9am to 5pm)

07818 035403
(Out of hours 24/7)

Letter: Cholderton & District Water Company Limited
Estate Office, Cholderton, Salisbury, Wiltshire SP4 0DR

E-mail: admin@choldertonestate.demon.co.uk

Operational enquiries or concerns

If you have an enquiry or complaint about your water supply that is not to do with customer service or billing please contact operational customer services on 01980 629203 (Monday to Friday 9am to 5pm) or email: admin@choldertonestate.demon.co.uk

A leaflet with more information on our procedure for complaints relating to operational matters is available from the company's offices.

In an **Emergency** please telephone:

- 01980 629203 (Monday to Friday 9am to 5pm)
- 07818 035403 (Outside office hours & weekends)

Customer service complaints

We have in place a simple procedure for handling complaints about billing or customer service. Our aim is to make sure that complaints from customers are dealt with promptly, courteously and efficiently.

OUTLINE PROCEDURE

The company will endeavour to ensure that complaints are dealt with satisfactorily at first contact. However, should you feel it is necessary to take your complaint beyond the initial contact (**Stage 1**) there is a process available to you as follows:

Stage 1

You have a complaint

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Contact Cholderton Water by telephone, letter or email

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Are you satisfied with the response? Yes → **End of complaint**

↓ **No**

Stage 2

Ask the Managing Director of Cholderton Water to consider the matter

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Are you satisfied with the response? Yes → **End of complaint**

↓ **No**

Stage 3

Contact Consumer Council for Water

DETAILED PROCEDURE

This section describes in more detail the process at each step of the procedure.

Stage one

If you have a complaint about your bill, you can contact us in one of three ways:

Telephone: 01980 629203 (Monday to Friday 9am ~ 5pm)
07818 035403 (Monday to Sunday out of office hours and weekends)

Letter: Cholderton & District Water Company Limited
Estate Office, Cholderton, Salisbury, Wiltshire SP4 0DR

E-mail: admin@choldertonestate.demon.co.uk

We will reply to you within 10 working days from the date we receive your complaint.

We will consider what action to take to put things right. If your complaint is justified, we will apologise and correct our mistake. Depending on the circumstances, it may be appropriate to review company policy or to consider financial compensation.

Stage two

If you are not happy with the reply to your complaint, you can have your complaint considered by the company's Managing Director.

Please send your letter, saying why you think we have failed to answer your complaint satisfactorily, to:

Henry Edmunds, Managing Director, Cholderton & District Water Company Limited
Estate Office, Cholderton, Salisbury, Wiltshire SP4 0DR

Or email to: admin@choldertonestate.demon.co.uk

Your complaint will be reviewed and a reply sent to you within 10 working days of receiving your letter.

Stage three

If you are not happy with the decision made by the Managing Director, you have the right to refer your complaint to the Consumer Council for Water, the local water watchdog. This independent body represents the interests of water and sewerage customers and has legal duties for dealing with customer complaints. It will look at the facts relating to your case and take the matter up with us on your behalf. This service is free of charge.

Your letter, detailing your complaint and the responses you have received from Cholderton & District Water, should be sent to:

Consumer Council for Water
2 The Hide Market
West Street
St Philips
Bristol BS2 0BH

Telephone 0845 707 8268 or fax 0117 955 7037

Email: cholderton@ccwater.org.uk

If the Consumer Council for Water thinks your complaint is justified, we will be asked to take the appropriate action to put things right.

Customer Care

Our Customer Care scheme offers a range of additional services free of charge, including a secure password scheme, help reading your water, extra assistance in the event of a disruption to the water supply, bills printed in large print.

For more information about the services we offer to customers registered with Customer Care please contact us on 01980 629203 (Monday to Friday 9am to 5pm) or write to:

Cholderton & District Water Company Limited
Estate Office
Cholderton, Salisbury, Wiltshire SP4 0DR

If you have hearing difficulties and use a textphone, you can ring us on our mobile telephone number for a texted response: 07818 035403 (out of office hours).

7 April 2009