

Leaflet 9: Complaints

Want to make a complaint?

We always strive to get things right for you, But, from time-to-time things may go wrong, and you may feel that you need to make a complaint. We want to make this process as easy for you as possible. Follow the steps below to make a complaint.

Step 1 – Just call a member of our team on 0330 024 2020 or email complaints@albionwater.co.uk explaining that you would like to make a complaint and give us the reasons for your complaint. We will try to resolve your complaint for you as quickly as possible. If we are unable to resolve your complaint there and then we will aim to come back to you within 10 working days. Sometimes, due to reasons outside of our control it may take a little longer to resolve your complaint, but we will keep you updated every step of the way.

Step 2 – Once we have investigated your complaint, we will come back to you offering a resolution. We will ask you if you are happy with the resolution, we have provided you with. If you are, we will close your complaint. If you are not, your complaint will be escalated to a senior member of our team to carry a review of your complaint and offer a resolution.

Step 3 - If:

- You are not happy with the final resolution, or
- Your issue is over eight weeks old, or
- You just want some free, trusted, independent advice

You can call the Consumer Council for Water (CCW) the independent voice for water consumers in England and Wales by calling 0300 034 2222 or use its online form at www.ccw.org.uk/contact-us