

## What happens when you make a complaint?

### By telephone

If you, or someone acting on your behalf, telephone us we will try to resolve your complaint there and then. If this is not possible, we will take your details, give you a contact name and investigate your complaint before calling you back. In some cases we may need to make an appointment to visit you before we can resolve your problem. We promise to keep you regularly informed of progress in resolving your complaint.

### By letter, fax or email

If you, or someone acting on your behalf, write or email us, we will provide a response within 10 working days of receipt. If your complaint cannot be answered without investigation we will write and tell you who is dealing with your complaint. As stipulated by the terms of the statutory Guaranteed Standards Scheme if we fail to do this we will credit £20 to your account or you may request a direct payment. You are entitled to a direct payment unless you are in debt to us and your debt has been outstanding for more than six weeks. Payments will be made within 10 working days. If we fail to make payment within this time you are entitled to claim a penalty payment of £10. You must claim the penalty payment within three months. For further details of the Guaranteed Standards Scheme visit Ofwat's website at [www.ofwat.gov.uk](http://www.ofwat.gov.uk).

### Managing your complaint

We keep a record of all complaints and learn lessons from them. This helps us to improve our service in the future. Reports on complaints are updated and reviewed by our directors on a monthly basis. These records are monitored and audited independently.

If you, or someone acting on your behalf, telephone us we will try to resolve your complaint there and then.

## What if I'm not satisfied with your response?

### Internal review

If you're not happy with our response and want to discuss the matter further, please contact us on **08457 91 91 55**. We're confident that we will be able to resolve the matter quickly, or clarify any queries you may have.

However, if you continue to be dissatisfied with the way we are dealing with the matter, please contact our Customer Relations Team at the address below, who will arrange a fresh investigation into the case and respond within 10 working days.

### Anglian Water

Customer Services  
PO Box 10642  
Harlow  
CM20 9HA

### Independent review

If you remain unhappy with our response to your complaint you can contact the **Consumer Council for Water – Central and Eastern Region**. This is an independent body set up to look after the interest of water customers. One of its key roles is to investigate complaints against the water companies. It can be contacted at:

Ground Floor  
Carlyle House  
Carlyle Road,  
Cambridge  
CB4 3DN  
Website: [www.ccwater.org.uk](http://www.ccwater.org.uk)  
Telephone: 08457 95 93 69 or 01223 323889

You have the right to refer certain disputes to **Ofwat**, the economic regulator for the water and sewerage companies in England and Wales, for a decision. A list of the disputes, which you can refer to, is given overleaf.

