

CHOLDERTON & DISTRICT WATER COMPANY LTD

CODE OF PRACTICE – QUERIES AND COMPLAINTS

We are here to help

All customers of the Cholderton & District Water Company are entitled to a high level of service. If you are disappointed with the service or believe we have failed to provide a satisfactory answer to a query or complaint we need to hear from you.

The purpose of this document is to make sure that our customers know where to direct their queries and complaints. It also explains the procedure for handling complaints and the options open to customers who feel that the company has not addressed their complaint satisfactorily.

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

You have a question about your bill

If you do not understand your bill or believe there is an error, you can contact us in one of three ways:

- Telephone: 01980 629203
(Monday to Friday 9am to 5pm)
07818 035403
(Weekends and out of hours on weekdays)
- Letter: Cholderton & District Water Company Limited
Estate Office, Cholderton, Salisbury, Wiltshire SP4 0DR
- E-mail: admin@cholderton-estate.co.uk

Operational enquiries or concerns

If you have a query or complaint about your water supply that is not to do with customer service or billing please contact us as soon as you can.

- Telephone: 01980 629203
(Monday to Friday 9am to 5pm)
07818 035403
(Weekends and out of hours on weekdays)
- E-mail: admin@cholderton-estate.co.uk

Note: Customers who live in Shipton Bellinger receive their sewage/ wastewater services from Southern Water and any queries or complaints about the service should be directed to that company.

<http://www.southernwater.co.uk/at-home/your-wastewater>

Tel: 0845 2701508

If you face an EMERGENCY with your water supply contact us:

Week days (9.00am – 5.00pm) – 01980 629203

Outside working hours – 07818 035403

Customer service complaints

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

OUTLINE PROCEDURE FOR HANDLING COMPLAINTS

The company will endeavour to ensure that complaints are dealt with satisfactorily at first contact. However, if 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



Contact Cholderton Water by telephone, letter or email



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

↓ **No**

Stage 2

Ask the Managing Director of Cholderton Water to consider the matter



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

↓ **No**

Stage 3

Contact the Company's CCAG

DETAILED PROCEDURE FOR HANDLING COMPLAINTS

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 to 5pm)
07818 035403
(Weekends and out of hours on weekdays)
- Letter: Cholderton & District Water Company Limited
Estate Office, Cholderton, Salisbury, Wiltshire SP4 0DR
- E-mail: admin@cholderton-estate.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, Please send us a letter addressed to the company's Managing Director or an email marked for his attention, using the addresses shown above. Your letter or email should explain why you think we have failed to answer your complaint satisfactorily.

Mr Henry Edmunds, the managing director, will review your complaint and you will receive a reply from him within 10 working days.

Stage three

If you are not happy with the response you have received from the Managing Director, you have the right to refer your complaint to the **Company's Customer Challenge and Advisory Group, (CCAG)** which represents the company's customers and consumers. The CCAG oversees the way in which the company is managed in conjunction with the Trustees who own the company. The CCAG will look at the facts relating to your case and take the matter up with us on your behalf. There is NO CHARGE for this service.

Your letter detailing your complaint and the responses you have received from Cholderton & District Water, should be sent in a separate sealed envelope addressed to:

The Chairman Cholderton CCAG,
Estate Office, Cholderton, Salisbury, Wiltshire SP4 0DR

The unopened letter will be forward to the Chairman and your complaint will be reviewed by him and the relevant members of the CCAG.

If the CCAG thinks your complaint is justified, the Trustees will be informed, and the company will be instructed to take the appropriate action to put things right.

General Assistance

We offer a range of additional services free of charge, these include:

- Help with reading your water bill
- Providing bills printed in large print.
- Extra assistance in the event of a disruption to the water supply
- Advice on how to save water
- The fitting of a water meter

For more information about these and other services we offer to customers or for general advice please contact us:

- Telephone: 01980 629203
(Monday to Friday 9am to 5pm)
07437 445863
(Weekends and out of hours on weekdays)
- Letter: Cholderton & District Water Company Limited
Estate Office, Cholderton, Salisbury, Wiltshire SP4 0DR
- E-mail: admin@cholderton-estate.co.uk

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