

A high-speed photograph of water splashing, with numerous bubbles and droplets suspended in the air above the surface. The water is a clear, vibrant blue, and the background is a lighter, hazy blue, creating a sense of depth and movement.

CODE OF PRACTICE

# Operational Enquiries and Complaints

BRISTOL  
**WATER**

The Bristol Water logo consists of the words "BRISTOL" and "WATER" stacked vertically. "BRISTOL" is in a smaller, white, sans-serif font, while "WATER" is in a larger, bold, white, sans-serif font. Below the text is a white, stylized wave graphic that tapers off to the left and right.



## Good consumer relations

At Bristol Water we aim to provide the best possible service at all times. To help us improve our service we need you to tell us when you are pleased or disappointed with the service you have received.

Independent consumer research is carried out each month on our behalf to help us understand better how we can improve our services to you. The answers you give are important to us and will help us identify where we can do things better.



## If you have a request, query or complaint about your water supply, please contact us by:

**Telephone**    **Operational Customer Services: 0345 702 3797**  
**Minicom equipment users only: 0800 917 0737**  
Both numbers Mon – Fri, 8am – 6pm,  
emergency service at all other times

**Letter**        **Bristol Water plc**  
Operational Customer Services  
Bridgwater Road  
Bristol  
BS13 7AT

**Email**         **customer.services@bristolwater.co.uk**  
(non-emergency enquiries only)

**Website**      **www.bristolwater.co.uk**



## If you have a request, query or complaint about your bill, please contact our billing company by:

**Telephone** 0345 600 3600 (Mon – Fri, 8am – 6pm)  
Minicom equipment users only: 0345 605 6585

**Letter** Bristol Wessex Billing Services Ltd  
1 Clevedon Walk  
Nailsea  
BS48 1WA

**Email** [customer.services@bwbsl.co.uk](mailto:customer.services@bwbsl.co.uk)  
(please quote your customer number)

Please note that calls may be recorded to help monitor performance, identify improvements and provide training to staff.



## For sewerage service enquiries or complaints, please contact your service provider

**Wessex Water** 0345 600 4600 or  
[email operational.enquiries@wessexwater.co.uk](mailto:operational.enquiries@wessexwater.co.uk)

**Severn Trent Water** 0800 783 4444 or  
[email customer.relations@severntrent.co.uk](mailto:customer.relations@severntrent.co.uk)

# If you have a complaint about your water supply

Please follow this simple procedure

## STAGE 1

Contact us by telephone, letter or email

Are you satisfied with the response? YES

End of complaint

NO

## STAGE 2

Ask for a review of your complaint – a relevant senior manager will do this

Are you satisfied with the response? YES

End of complaint

NO

## STAGE 3

If you remain dissatisfied, you can contact the **Consumer Council for Water** (please see below for contact details)

Are you satisfied with the response? YES

End of complaint

NO

## STAGE 4

If you remain dissatisfied, you can refer your complaint to the **Water Redress Scheme** (please see below for contact details)



## Stage 1

If you have a complaint about your water supply, we'll try to resolve it immediately. If this isn't possible, we'll make sure you receive a response within 10 working days from the date you called us, or from the date we received your letter or email. Please include all relevant information and a contact telephone number in your correspondence.

If we fail to respond within 10 working days, you'll automatically receive a payment under our customer charter – The Bristol Water Bond. For a full list of our Bond commitments, see our website – [www.bristolwater.co.uk](http://www.bristolwater.co.uk)

We'll accept a complaint from a third party representing you, provided they have your permission.

If your complaint is upheld, we'll apologise and resolve the issue quickly and fully.



## Stage 2

If you're unhappy with our initial response and you contact us again, an appropriate senior manager will review your complaint. We'll respond to you within 10 working days of receiving this contact from you.

Again, if your complaint is upheld, we'll apologise and resolve the issue quickly and fully.



### Stage 3

If you're still not happy with our response to your complaint, you can refer the matter to the Consumer Council for Water (CCWater). This is the statutory independent body which represents the interests of water consumers and helps to resolve consumers' complaints.

You can contact the regional CCWater office by:

**Letter**                    **Consumer Council for Water**  
1st floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ

**Telephone**            **0300 034 2222**

**Web**                     **[www.ccwater.org.uk](http://www.ccwater.org.uk)**

CCWater will look at the facts relating to your complaint and may act on your behalf, either through mediation or by investigating your complaint. Where appropriate, they may ask us to take action to resolve the issue.



### Water Redress Scheme

If you are still not happy after we have reviewed your complaint and after mediation or investigation by CCWater, you can refer your complaint to the Water Redress Scheme (WATRS). WATRS is an independent and impartial adjudication service that is free for you to use, and has the authority to make decisions that we have to comply with.

You can contact WATRS by:

**Letter**                    **International Dispute Resolution Centre**  
70 Fleet Street  
London  
EC4Y 1EU

**Telephone**            **0207 520 3801**

**Web**                     **[www.watrs.org](http://www.watrs.org)**

**Email**                   **[info@watrs.org](mailto:info@watrs.org)**



## Disputes handled by the Water Services Regulation Authority (OFWAT)

In some cases the Water Services Regulation Authority (Ofwat) has a statutory duty to investigate complaints and to determine the outcome. This typically relates to complaints of a technical or legal nature. CCWater will normally refer to Ofwat any such complaints that it receives.

We can provide more information about which disputes can or should be referred to Ofwat. Alternatively, CCWater can advise you about this.

## Arbitration

In some cases it may be appropriate to use an arbitrator to resolve a complaint. We can provide more information about which disputes may be appropriate for arbitration. Alternatively, CCWater can advise you about this.

**This leaflet is available in Braille, large print and other formats and in other languages, on request**

## Contact us

### Water Supply enquiries

<b>Letter</b>	<b>Customer Services</b> Bristol Water plc Bridgwater Road Bristol BS13 7AT
<b>Telephone</b>	<b>0345 702 3797</b> (Mon-Fri, 8am-6pm) (Emergency service at all other times)
<b>Minicom</b>	<b>0800 917 0737</b> (for Minicom equipment users only)
<b>Email</b>	<a href="mailto:customer.services@bristolwater.co.uk">customer.services@bristolwater.co.uk</a>

### Billing Enquiries

<b>Letter</b>	<b>Bristol Wessex Billing Services Ltd</b> 1 Clevedon Walk Nailsea Bristol BS48 1WA
<b>Telephone</b>	<b>0345 600 3600</b> (Mon-Fri, 8am-6pm)
<b>Minicom</b>	<b>0345 605 6585</b> (for minicom equipment users only)
<b>Email</b>	<a href="mailto:customer.services@bwbsl.co.uk">customer.services@bwbsl.co.uk</a> (please quote your customer number)

[www.bristolwater.co.uk](http://www.bristolwater.co.uk)