



Mitie Water Services - Complaints Procedure

At Mitie Water Services, we are committed to delivering outstanding service. However, if something goes wrong, we want to make it right. This document outlines how we handle complaints efficiently and fairly.

How to Raise a Complaint

Contacting Us by Phone

If you encounter an issue, the quickest way to resolve it is by calling our customer service team.

Call us on: 0845 8697914

Hours: Monday to Friday, 9:00 AM to 5:00 PM (excluding bank holidays)

Our team will strive to resolve your concern immediately. If we need to investigate further, we will collect the necessary details and, where applicable, liaise with the relevant water wholesaler to address the matter.

Providing Essential Information

To help us resolve your complaint effectively, please provide:

- Your business name, address, account number, email, and phone number.
- A detailed description of the issue and how you would like it resolved.
- Any supporting information that may assist in resolving the complaint efficiently.

Raising a Complaint in Writing

If you prefer, you can contact us via email or post:

Email: CustomerServices.water@mitie.com

Postal Address: Mitie Managed Water Services, 1st Floor, Block C, The Chocolate Factory, Keynsham, Bristol, BS31 2GN

If a third party is raising a complaint on your behalf, we require a signed Letter of Authority permitting them to act on your behalf.

How We Handle Complaints

Some issues may involve the water wholesaler responsible for pipes, sewers, and water quality. These include:

- Charges related to water and waste services
- Water meter-related queries
- Leaks or supply issues
- Site area banding concerns

For these cases, we will coordinate with the relevant wholesaler to seek a resolution.

When responding to your complaint, we will:

- Explain the issue and the actions taken to resolve it.
 - Apologise where necessary and outline any remedial measures.
 - Consider compensation where appropriate if corrective action is not possible.
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Escalation Process

Stage 1 – Initial Review

A dedicated complaint handler will review your case and aim to respond within the regulatory service standards. We will contact you via phone and follow up via email or post if needed. If we fail to respond within **10 working days**, you may be entitled to compensation under regulatory guaranteed service standards.

Stage 2 – Further Investigation

If you are not satisfied with the outcome at Stage 1, a different complaints handler will reassess your case, ensuring a fresh perspective. We will provide a response within the regulated service timeframe. In rare instances where a further review would not alter the outcome, we will direct you to the next escalation stage.

Stage 3 – Independent Consumer Support

If your complaint remains unresolved after **8 weeks**, you can escalate it to the **Consumer Council for Water (CCWater)**, an independent body that represents customer interests.

Contact CCWater:

Address: 23 Stephenson Street, Birmingham, B2 4BH

Email: enquiries@ccwater.org.uk

Phone: 0300 034 2222

Website: www.ccwater.org.uk

Stage 4 – Alternative Dispute Resolution (ADR)

If you remain dissatisfied after following the above steps, you may refer your complaint to **ADR (Alternative Dispute Resolution Group)**, which provides an independent and binding decision.

Contact ADRG:

Phone: 020 3600 5050

Website: www.adrgroup.co.uk

For the best experience, we recommend contacting us by phone for prompt assistance. We value your feedback and are dedicated to resolving your concerns as efficiently as possible.