

CODE OF PRACTICE



Our complaints procedure



www.niwater.com

We are committed to giving you, our customer, the service you expect, all day, every day.

We work hard to ensure that all our customers receive a consistently high level of service and we monitor our performance very carefully.

All of our information leaflets and letters are available:

- in Braille;
- in large print; and
- on CD and audio tape.

All information leaflets can be downloaded from our website.

For more information please phone

Waterline 08457 440088

What to do if you have a complaint

If you or anyone you represent is disappointed with any of our services, please let us know. This gives us the chance to put things right and make improvements to benefit other customers.

How do I complain?


If you are not satisfied with our service, please tell us about it in any of the following ways:


Emergencies, general questions and complaints

Write to us at:

Northern Ireland Water
PO Box 1026
Belfast
BT1 9DJ

 **Phone Waterline: 08457 440088**

 **Text Relay Service:**
08457 440088

 **Fax: 028 9016 8002**

 **Email: waterline@niwater.com**

 **Website: www.niwater.com**

Questions about your account

Phone Billing Enquiries:
08458 770030

Our Billing Enquiries line is open from:

- 8am to 8pm, Monday to Friday;
- 8am to 6pm on Saturdays;
- 12 noon to 6pm on Sundays.

Visit us

Our office is open Monday to Friday from 8am to 6pm.

If you would like to visit us, please contact us on Waterline to make an appointment.

Our promises

- When you call we will answer the phone within 30 seconds.
- If you phone us we will try to deal with your questions straight away.
- If you write to us we will reply within 10 working days.
- If we need to investigate your complaint we will explain what we need to do and we will write to you within 10 working days.
- When we make an appointment with you we will tell you whether we will visit before or after 1 pm.
- We will try to keep all appointments. If we need to cancel or change an appointment, we will give you at least 24 hours notice.
- If an emergency stops us from keeping an appointment, we will try to let you know.

Our Customer Charter explains all our promises to you.



Waterline 08457 440088

Can I take my complaint further?


Tell us if you are unhappy with how we dealt with your complaint or our answer. Our Customer Services Manager can review your complaint and write to you within 10 working days.

Alternatively, you can contact the Consumer Council.


Independent help and advice from the Consumer Council

If you are not happy with how we have dealt with your complaint or would like independent advice, contact the Consumer Council.

Consumer Council
Elizabeth House
116 Holywood Road
Belfast BT4 1NY

 **Phone: 0800 121 6022**

 **Text Relay Service:**
028 9067 2488

 **Fax: 028 9065 7701**

 **E-mail: complaints@consumercouncil.org.uk**

 **Website:**
www.consumercouncil.org.uk

Confidentiality

We will keep all personal information you give us confidential. We will deal with all the information you give us in line with the Data Protection Act 1998. We will only give your personal information to someone else if we have your permission to do so.

This leaflet is part of a set of leaflets about our codes of practice. These leaflets give you information about us and our services.

To ask for any of our leaflets, please phone Waterline or visit our website.

The Utility Regulator

The Utility Regulator is the independent non-ministerial government department responsible for regulating Northern Ireland Water. Following investigation by ourselves and the Consumer Council, some complaints can be passed to the Utility Regulator for it to make a decision.

**The Utility Regulator
Queens House
14 Queen Street
Belfast BT1 6ED**

 **Phone: 028 9031 1575**
 **Fax: 028 9031 1740**
 **Email: info@uregni.gov.uk**
 **Website: www.uregni.gov.uk**

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December 2011

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