

# WHAT TO DO IF YOU ARE UNHAPPY WITH OUR SERVICE

Our complaints procedure  
and how to contact us

# I WANT TO MAKE A COMPLAINT WHAT SHOULD I DO?

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

We know that if something goes wrong, you want us to resolve it as quickly as possible.

Our Customer Services team are the best people to do this - they'll be able to explain what's happened and what we'll do to resolve the problem.

If you decide to make a complaint we'll follow our complaints procedure which ensures you're treated fairly.

This leaflet outlines the three stages of our complaints procedure.



## STAGE 1

If you have a complaint about your water supply we will try to resolve your complaint immediately. If this is not possible we will make sure you receive a written response within 10 working days from the date you called us or from the date we received your letter or email. All relevant information, including your Jersey Water account number and a contact telephone number should be included with your letter or email so we can contact you.

### WHEN WILL I GET A RESPONSE?

Once we have received your complaint, we will start investigating it as soon as possible.



If you have contacted us by phone, we will try to resolve your problem immediately. However, if that's not possible, we will let you know and arrange to get back to you as soon as we have an answer.



If you have sent us a letter or email, we will send you a response within 10 working days. If further investigations are needed to address your issue, our response will include an explanation of what we intend to do and when we intend to do it.

## STAGE 2

If you are unhappy with our response, you can have your complaint considered by our Customer Services Manager. Please contact our Customer Services Manager in writing explaining why your complaint has not been resolved satisfactorily.

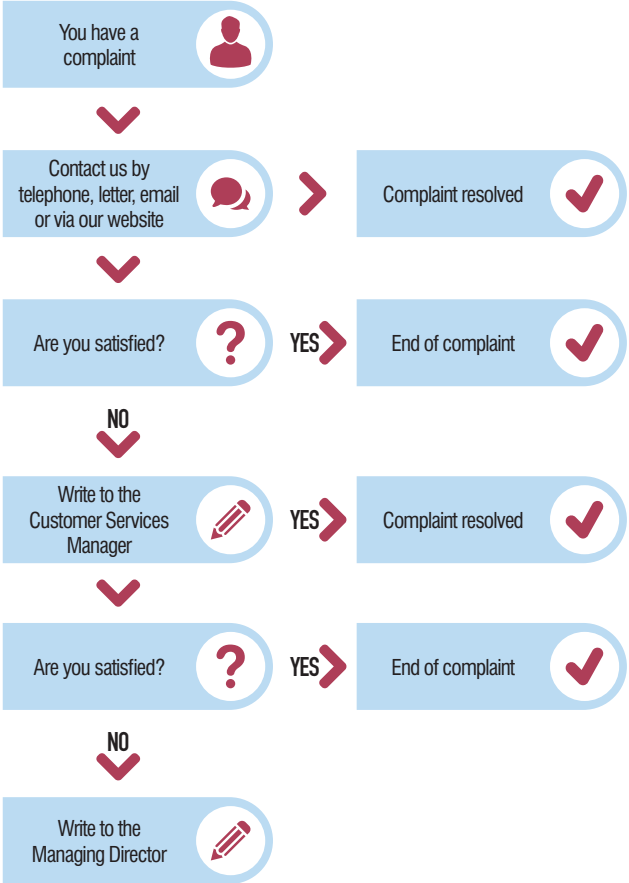
Your complaint will be reviewed and a response will be sent to you within 10 working days of receipt of your letter.

## STAGE 3

If you are not happy with the response from the Customer Services Manager, you can refer your complaint to the Managing Director in writing. The Managing Director will review your complaint and our response to date and reply to you within 10 working days of receiving your letter.

# COMPLAINTS PROCEDURE

If you have a complaint relating to Jersey Water please follow this simple procedure to ensure your complaint is dealt with promptly.



## HOW TO CONTACT US:

You can contact us in a number of ways:

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### BY TELEPHONE:

01534 707300

Monday - Friday: 8.45am - 5.00pm

(Closed Bank Holidays)

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### BY EMAIL:

customerservices@jerseywater.je

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### ONLINE:

www.jerseywater.je

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### IN WRITING:

Jersey Water

Customer Services Department

St Helier

Jersey

JE1 1DG

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St Helier, Jersey JE1 1DG

T: 01534 707300 E: [customerservices@jerseywater.je](mailto:customerservices@jerseywater.je)

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