

Complaint handling Code of Practice



If you have questions about your account or water services we are ready to help. When you contact us it would help if you have your account number to hand. To protect your account, we can only discuss account information with the account holder or nominated person.

Web: www.water.ie

Twitter: [@IWCare](https://twitter.com/IWCare)

Irish Water

PO Box 860

South City Delivery Office

Cork City

Billing and general queries

9am-5.30pm Mon-Fri

Telephone: **Callsave 1850 448 448** or **+353 1 707 2824**

Minicom: **LoCall 1890 378 378**

(for hearing impaired customers with their own minicom equipment)

Water supply queries and emergencies

24 hours a day, 7 days a week

Telephone: **Callsave 1850 278 278** or **+353 1 707 2828**

Minicom: **LoCall 1890 378 378**

(for hearing impaired customers with their own minicom equipment)

Please note that the rates charged for 1850 (Callsave) and 1890 (LoCall) numbers may vary across different service providers. Calls made using mobiles may be more expensive.

This publication is available in Braille, on CD and in large text format on request by calling 1850 448 448.

Safeguarding our water for our future

02 October 2017

Introduction

Irish Water is responsible for providing and managing public water and wastewater services on a national basis. At Irish Water we are committed to delivering excellent customer service. This Code of Practice gives information and advice on how you can make a complaint with us, and how you can expect us to respond to your complaint.

If you are unhappy with any part of our service, we encourage you to let us know and we will do everything we can to resolve the matter quickly and to your satisfaction. We aim to resolve all complaints as quickly and as fairly as possible. We monitor complaints to help us to improve the quality of our service.

We also have a Code of Practice for vulnerable customers, billing, communications, metering and network operations. You can request a copy by calling us on: **Callsave 1850 448 448** or **+353 1 707 2824** or you can visit **www.water.ie**

References in this Code of Practice to Water Services include the public water and wastewater services that we provide.

Our promise to you

- **Complaints information**
We will promote this Code of Practice and on request, we will issue you with a copy.
- **Simple complaints process**
We will provide you, or a person you name to act on your behalf, with an easy process to make a complaint.
- **Efficient complaints process**
We will formally record complaints and try to resolve them as soon as possible.

- **Response within five working days**

We will respond to your complaint within five working days with a resolution or an outline plan on how we will resolve the issue, under normal conditions.

- **Explain problems**

We will explain the issue to you and where relevant, apologise if we make a mistake.

- **Final decision within two months**

You will receive a final decision from us within two months (you will be required to engage with us during the investigation).

- **Clear way to escalate your complaint**

We will make it clear how you can escalate your complaint further if you are not satisfied with the outcome of your complaint.

- **Empathy and confidentiality**

We will treat your complaint with empathy and confidentiality.

- **Trained staff**

We will train our staff to deliver on the promises we make in this Code of Practice.

- **Monitored service**

We will monitor and measure the service we give and make sure we keep our promises.

What is a complaint?

A complaint is defined as “the expression (through various channels, letter, email, phone call, physical claim) of a customer’s dissatisfaction and his/her explicit expectation for a response or resolution”.

How we handle complaints:

If you are unhappy with any service or contact with us, please let us know and we will do our best to rectify the situation as quickly as possible. You can register a complaint with us in any of the following ways:

Post: **Irish Water**
PO Box 860
South City Delivery Office
Cork City

Web: **www.water.ie**

Email: **customerservice@water.ie**

Twitter: **@IWCare**

Telephone: **Callsave: 1850 448 448** or **+353 1 707 2824**
9am-5.30pm Monday-Friday

Minicom: **1890 378 378**
(for hearing impaired customers with their own minicom equipment)

Please note that the rates charged for 1850 (Callsave) and 1890 (LoCall) numbers may vary across different service providers. Calls made from mobiles may be more expensive.

We will also accept complaints from a recognised agency or third party who are confirmed as acting on your behalf.

1. Lodging your complaint

When lodging a complaint with us, please provide the following information:

- Your name;

- Property address;
- Telephone number;
- Details of the incident or issue, including:
 - dates (where appropriate);
 - reference or account numbers;
 - any information or documentation you believe would assist us to understand and investigate your complaint further;
 - what you would like Irish Water to do to make things right.

2. How we will respond to your complaint

We aim to resolve your complaint immediately. If this is not possible, we, or our agents, will contact you within five working days with a resolution or an outline plan of the steps we need to take to achieve a satisfactory resolution to your complaint, under normal conditions.

We will document all complaints. We will always record your phone number, contact details and a summary of your complaint. Our customer service advisor will give you their details as a future point of contact.

If a site visit is required, it will be arranged within a reasonable timeframe.

We will issue a final decision to your complaint within two months from when you registered your complaint, and provide reasons for our decision. In order to achieve this, we will need you to engage with us during the investigation.

3. If you would like further investigation

In the event that you are not happy with our response to a complaint or the way it was handled, you may request the decision to be escalated and reviewed. In order to do this, your complaint must be put in writing to Irish Water by contacting:

Customer Service Manager

Irish Water

PO Box 860

South City Delivery Office

Cork City

or

Email: **customerservice@water.ie**

The decision will be reviewed and a response provided within 10 working days.

Following this review (which must be in writing as set out above), if you are not satisfied, we will refer you to this 'Code of Practice on complaint handling' and provide you notice in writing that your complaint has been closed with Irish Water.

Commission for Regulation of Utilities

If you feel your complaint has not been dealt with to your satisfaction, you can escalate your complaint to the Commission for Regulation of Utilities (CRU).

They can assist you once you have provided Irish Water the opportunity to resolve the matter in line with our complaint handling procedures. We will issue a response to your complaint in writing, telling you we have closed your complaint and we will give you details for the CRU Customer Care Team for an independent review.

You can contact the Commission for Regulation of Utilities at:

Customer Care Team
The Commission for Regulation of Utilities
PO Box 11934
Dublin 24

Telephone: **LoCall 1890 404 404**

Fax: **(01) 4000 850**

Email: **customercare@cru.ie**

Web: **www.cru.ie/home/customer-care/water/**

If your unresolved complaint is about water quality or pollution incidents, you should contact the Environmental Protection Agency at:

Environmental Protection Agency
PO Box 3000
Johnstown Castle Estate
Wexford

Telephone: **(053) 916 0600**

Web: **www.epa.ie/enforcement/report**

We value feedback from our customers and are keen to hear suggestions about how we can improve our service.

We regularly carry out surveys to measure customer satisfaction, so you may receive a phone call or questionnaire after we have dealt with your complaint.

Charter Payments

If we fail to meet any of the commitments as outlined in our 'Irish Water Customer Charter', you will be entitled to a payment of €10.

Please see our Charter for more information. The €10 will be credited to your account within 15 working days (and will be seen on your next bill). If you ask us to pay you in a different way, we will issue this to you within 15 working days.

Protecting customers' legal rights

Our complaints procedure does not affect your legal rights.

Data Protection

Irish Water and its agents recognise the rights of the customer under Data Protection legislation. Irish Water will only use personal information for the purposes for which it was collected. Information may be passed to our agents in order to provide services for the customer but only insofar as is necessary to provide water services to the customer.

All agents are fully trained on the relevant legislation and only act in accordance with our instructions. Further information on Data Protection can be accessed on Irish Water's Data Protection Notice at www.water.ie

How to contact us

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Website: **www.water.ie**

Visiting your home

Our staff and agents are trained to always identify who they are and who they are representing. They will always show you their identity card.

Below is a series of sensible steps you should follow when dealing with people calling to your home:

- Always look through a window or door viewer before opening the door;

- Only open your door after connecting a door chain lock or placing your foot behind the door;
- Switch on outside lights when it is dark;
- Request and examine identity cards;
- Always think 'safety' – do not leave strangers alone on your doorstep while you go into another room. Always close the door if you need to do this. Do not leave strangers alone in your home;
- Take precautions – if you are unsure or suspicious, please refuse access.