

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF

By email

27 June 2017

Freedom of Information Act - Request For Information

Reference: FOI 47062017

Dear 

Thank you for your email in which you request information concerning SIM survey results.

Ofwat confirms it does hold some of the information requested

The BMG 2016-2017 survey results is attached for your information.

Ofwat currently does not hold the complaints data, and resulting overall SIM scores, which water companies will send us in mid-July in their annual performance reports.

Once we have all the companies' overall SIM results we will then publish them on our website, as per previous years: <http://www.ofwat.gov.uk/regulated-companies/company-obligations/customer-service/>

If you have any queries or concerns with regard to the content of this email please contact me at Foi@ofwat.gsi.gov.uk

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, Ofwat may publish the response and any material released on our website in the [FOI disclosure section](#). Any personal information in the letter will be removed before publishing. We will hold the information in accordance with Ofwat's [retention and disposal schedule](#) which can be found in our Publication Scheme on our website.

Freedom of Information/EIR Provide the Information

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme and Project Management Office
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA
mailbox@ofwat.gsi.gov.uk

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

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Programme and Project Management

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