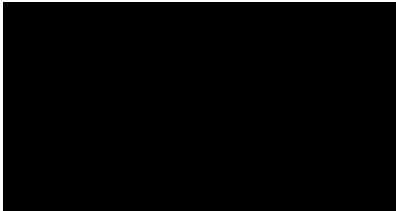


Freedom of Information Request

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



27 July 2018

Freedom of Information request – Request for Information

Reference: FOI 20180666

Dear 

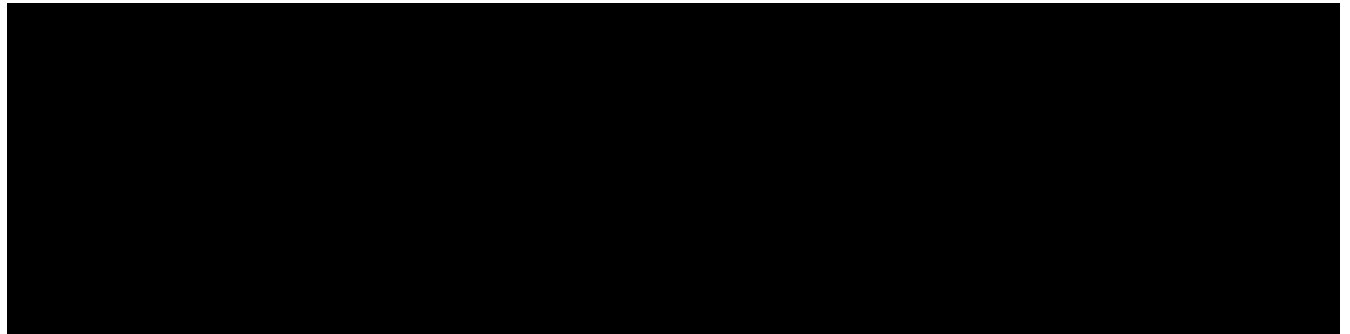
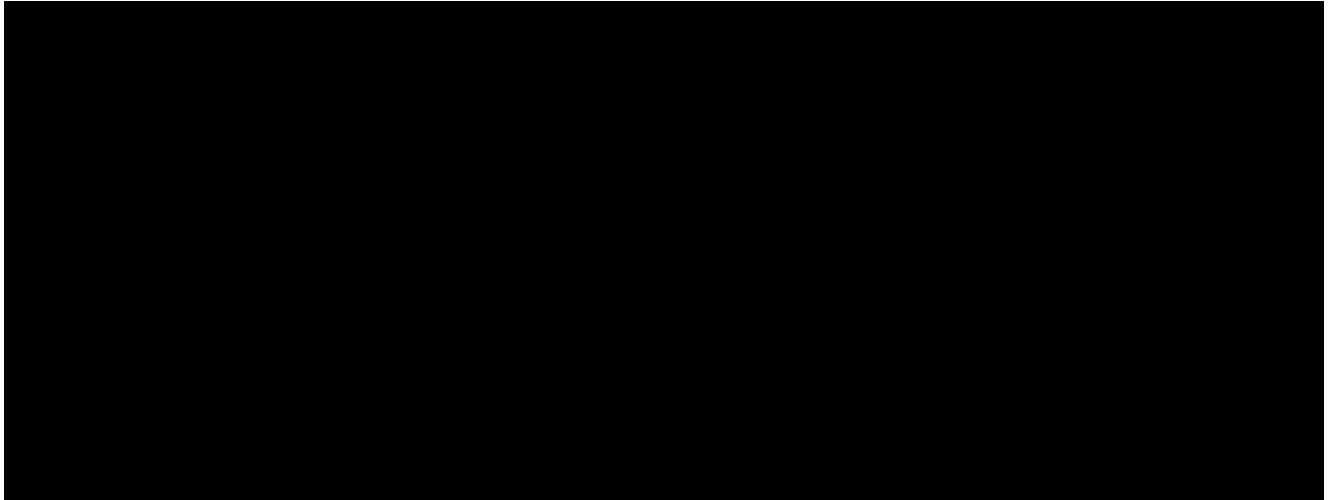
Thank you for your request for information. Ofwat confirms it does hold some of the information requested.

I enclose a copy of the following policies:

- Grievance Resolution Policy & Procedure
- Bullying and Harassment- Ofwat does not hold a standalone Bullying and Harassment policy but I enclose Ofwat's equivalent Equality and Dignity at work policy
- Managing Performance Policy and Procedure Redundancy and Change Management - Ofwat does not hold a Redundancy and Change Management policy. There are currently no plans for any redundancies within the organisation as part of the ADM project and there are no redundancies planned as part of the Business Improvement project.
- Ofwat's values mission statement – SAILOR values enclosed which is linked to Ofwat's Code of Conduct which can be found on Ofwat's website at the following link
<https://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0ahUKEwiEvdSYsbTcAhX0wAIHHc7oCMQQFgqpMAA&url=https%3A%2F%2Fwww.ofwat.gov.uk%2Fpublication%2Fcode-of-conduct%2F&usq=AOvVaw0ClvRwKXYuWhiJOuhdN2YR>

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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

FOI@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 Ofwats 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,

Freedom of Information Request

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

Christine Manise
Senior Associate
Programme and Project Management
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Centre City Tower
7 Hill Street
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