

Service charter

At the heart of our charter is our commitment to **listen, understand and respond** to customers and stakeholders to help Ofwat deliver value for customers, communities and society.

We are committed to providing a **high standard of service** that is fair, effective and inclusive, making it clear what you can expect from us and what we ask of you in return. As part of this commitment, we will:

Be helpful, fair and polite in our contact with you	Listen and understand your needs and views	Provide you with the information you need to use our services effectively
Be clear and honest about what we can and cannot do to help you	Provide an accessible service, be clear about timescales, update you on progress and do what we say we will do	Deal with your enquiry in line with our processes and service level agreements
Be open and transparent in how we reach our decisions	Listen and respond to your feedback about our services	Acknowledge and put things right if we have gone wrong

When we can, if needed, we will make reasonable adjustments. For example, we will respond to you in Welsh if you write to us in Welsh. In response to our commitment, we ask that you:

Treat our staff with respect – no member of Ofwat’s staff should be subject to abusive language or behaviour	Allow us reasonable time and opportunity to deal with your enquiry	Provide us with the correct information when you contact us
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If you have a complaint, please go through the water company or retailer’s complaints procedure first, so that they have a chance to put things right for you. If this is unsuccessful, please contact the **Consumer Council for Water**.