

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

By email

08 March 2018

Freedom of Information request - Request for Information

Reference: FOI 20180320

Dear [REDACTED]

Thank you for your request for information. I write to confirm that the information you have requested is not held by Ofwat.

Ofwat used to collect numbers on GSS payments as part of the Water Company June returns, but we haven't operated in this method for some years.

The Consumer Council for Water (CCW) holds complaint data at the following link <https://www.ccwater.org.uk/wp-content/uploads/2017/09/Appendices-Complaint-report-2017.pdf> - but it is not at the level where you could identify specific GSS complaints.

The Discover Water website also holds complaint data and comparisons against each water at the following link [www.discoverwater.co.uk](http://www.discoverwater.co.uk) –see the Customer Satisfaction section.

Once a 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. This document will be held in accordance with Ofwat's retention and disposal schedule which can be found in our Publication Scheme at the following link <https://www.ofwat.gov.uk/publication/retention-disposals-policy/>. If you have any concerns how Ofwat processes your personal data please contact the Data

Freedom of Information/EIR Information Not Held

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Protection Officer at [FOI@ofwat.gsi.gov.uk](mailto:FOI@ofwat.gsi.gov.uk). To view Ofwat's full privacy policy please go to <https://www.ofwat.gov.uk/publication/privacy-policy/>

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](mailto: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 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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