



Information Sheet: Customer Complaints Procedure

Please note that this information can be presented in enlarged print format or on audiotape if required.

Introduction & Definition of a Complaint

The Isle of Man Water Authority aims to provide all its customers with a high standard of service and our Customer Service Team will endeavour to respond to any enquiry or complaint with efficiency, courtesy and fairness.

A complaint is defined as any contact made by a customer or potential customer with the Authority, the purpose of which is to express dissatisfaction.

How to Register a Complaint

You can register a complaint in person, by telephone or in writing. Complaints, which are made anonymously, will be considered carefully and action taken where it is deemed appropriate.

1. In Person

If a customer visits the Water Authority's Head Office and registers an enquiry or complaint in person, a member of our customer services team will initially deal with it. In our experience, most cases are resolved at that first contact. However, should further specialist knowledge be required, the Authority will endeavour to provide an appropriate member of staff who is qualified to answer the enquiry or complaint at the time of the customer's first visit.

2. By Telephone

All telephone calls will be answered promptly. However, when a major incident is in progress, some telephone calls can, understandably, take a little longer to answer.

The Authority aims to answer all calls within 30 seconds. Employees will give their names when answering telephone calls, in order to provide the customer with a helpful point of reference.

If the Customer Service team member who has answered your call cannot deal with the enquiry or complaint, the call will be transferred to a member of staff who is qualified to respond. If that person is not immediately available, the customer will receive a return call, usually on the same day.

If a customer wishes to speak to a named employee, who is not immediately available, we will ask the customer to leave a message on the employee's 'voicemail' or arrangements can be made for the call to be returned.

3. In Writing

If the Authority receives an enquiry or complaint by letter or Email, requesting an immediate response, a written acknowledgement will be sent to the customer on the day of receipt. The enquiry or complaint will then be dealt with using the same urgency as the other forms of registration.

Our method of dealing with an enquiry or complaint

Enquiries or complaints are handled by the Customer Service Department at the headquarters of the Isle of Man Water Authority and where it is the Authority's power to do so, the enquiry or complaint will be rectified as soon as possible. If the Authority is not responsible for the cause of the complaint, we will endeavour to explain why not and suggest whom the customer should contact for appropriate assistance.

Members of staff in our Customer Service Department have undergone specific training in the field of handling enquiries and complaints and they are fully conversant with the Authority's 'Customer Complaints Procedure'.



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During the next 20 years the Isle of Man Water Authority plan to invest over £70 million to effectively develop the Island's water treatment works, impounding reservoirs and supply system to a level that will satisfy both current and future demand.

Whilst it may not be possible to provide a complete solution to some problems immediately, where it is feasible, the Authority will take urgent action to reduce the impact of such complications and keep the customer informed of the proposed longer-term solution.

Time scale involved in dealing with an enquiry or complaint

The Authority is committed to a policy of resolving problems with the supply or quality of supply of water as quickly as possible. In emergency situations (for example if a customer is deprived of supply of water), Water Authority personnel will be on site addressing the problem, within the same working day.

As a rule, the Authority aims to provide a satisfactory response to all other grievances within 10 working days from the receipt of the original complaint.

In the case of a seriously complex complaint, which may involve the Authority in discussions and negotiations with other parties, it is possible that we cannot fully answer your complaint within 20 working days. In this instance, the Authority undertakes to keep the customer informed, at least on a monthly basis.

If a complaint made by telephone requires a site visit or other investigation, the Authority will aim to provide a full written response within 10 working days.

Information on further appeals

If you are not satisfied with the way your enquiry or complaint has been handled in the first instance, please register your dissatisfaction with the Customer Service Manager. If you are still not satisfied, you should speak or write to the Chief Executive of the Isle of Man Water Authority. Contact details are provided at the bottom of this page.

The service by the Isle of Man Water Authority is laid out in the Water Act 1991. Under some specific circumstances, you can ask for your case to be determined by arbitration. Details of how this procedure works can be obtained from our Customer Services Department.

Participation in these appeals procedures does not affect your rights under Manx Law.



Isle of Man Water Authority

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