







Customer redress arrangements

The following flow chart outlines the arrangements put in place by WaterSafe for customers who are not satisfied with the service provided by the WaterSafe Approved plumbing company (the installer).

Customers should always try to resolve any concern directly with the installer. Where the customers cannot reach a mutually acceptable solution with the WaterSafe Approved installer then they can contact the WaterSafe scheme operator and ask them to investigate their case as set out in this flow diagram.

Please note that a WaterSafe scheme operator can only investigate a dispute around the technical competency of the work carried out by a WaterSafe Approved installer. It cannot adjudicate on contractual issues, such as prices, which should be pre-agreed between the customer and the installer.

For clarity the actions of the different parties involved in the disputes procedure, i.e. customer, WaterSafe Approved installer and WaterSafe are colour coded as set out below. Where the WaterSafe investigation finds a plumbing installation that does not comply with the Water Regulations (or Byelaws in Scotland) WaterSafe will, if the installer does not rectify the fault, report the business to the local water company who may take enforcement action against the business to correct the fault.

	Customer's course of action
	WaterSafe actions
	Installer's actions
	Water company actions

All stages in the process are numbered for ease of reference

