



We will always try and do everything we can to ensure that you are completely satisfied, but problems can arise which means that sometimes this is not the case. In an effort to ensure that in these instances your issue is resolved quickly and to your satisfaction, we have put together the following complaints procedure.

If you have experienced an issue and would like to register a complaint please follow these steps:

1. Call 0161 465 6655 and speak to a member of our Customer Services Team, or e-mail service@kinex.co.uk or write to the Customer Services Team, kinex, Longley House, Longley Lane, Manchester, M22 4SY. We will respond in full to any complaint made to us no later than 8 working days after receiving your complaint. Our Customer Service Advisors have been empowered to resolve customer complaints so that they can be resolved as quickly as possible.
2. If your Customer Service Advisor cannot resolve your query, it will then be passed to our Escalation Department to resolve.
3. If our Escalation Department does not fully resolve your issue or your complaint has not been resolved within 5 working days, it will be escalated to our Customer Resolution Team.
4. The Customer Resolution Team will contact you to acknowledge your complaint and we will provide a full response either over the phone or in writing within 10 working days.
5. If you've already spoken to us but you would like some free, independent advice or we have been unable to resolve your complaint, you may refer your complaint to the Consumer Council for Water. You can visit www.ccwater.org.uk for more information or call them on 0300 034 2222.
6. If the Customer Resolution Team and/or the Consumer Council for Water is unable to resolve your complaint or the complaint was raised to us more than 40 working days (8 weeks) ago, you can take your complaint to the Water Redress Scheme (WATRS). For more information on WATRS you can visit <https://www.watrs.org/>.

Whilst we do not receive a great deal of complaints, the few that are raised are typically dealt with quickly and to the satisfaction of our customers in the first instance by our Customer Services Team who have the authority to deal with the vast majority of incidents. We may look to resolve your complaint by offering an apology, explaining why certain action has been taken on your account, providing remedial action where something has gone wrong or making an offer of compensation.

In the few instances where this is not possible, the above process provides you with a clear guide to what you should do.

Alternative Dispute Resolution Code of Conduct

kinex is committed to resolving complaints quickly and to the satisfaction of our customers. In the few instances where this is not possible, we have subscribed to the Water Redress Scheme (WATRS) to provide an effective Alternative Dispute Resolution (ADR) scheme for our customers.

Following the principles of the Water Redress Scheme, kinex commits to:

1. Provide an ADR scheme free of charge to customers
2. Support the principles set out in the ADR Specification
3. Respect the interdependence of the ADR Service Provider
4. Be bound by the decision of the ADR adjudicator if accepted by the customer and to implement the decision as required by the Scheme Rules
5. Co-operate with and have due regard to the recommendations of the ADR Panel
6. Provide accurate and reliable information to and co-operate with the ADR adjudicators

WATRS Water Redress Scheme

