

Consumer Application Form (Water)

Alternative Dispute Resolution Service



Reference number (office use):





IMPORTANT:

To investigate your complaint, we require sufficient supporting evidence. If you do not provide relevant documents or information, we may be unable to progress your complaint or may reach a decision based only on the evidence available.

Section 1 - Your details

Full Name:

Address:

Town:

Postcode:

Telephone:

Email:

Preferred contact method:

Email

Telephone

SMS

Are you represented?

No

yes

Section 2 - Water company details

Water Company Name:

Your Account Number:

Property Address:

Are you a metered customer?

Yes

No

Unsure

How are you billed?

Metered

Rateable Value

Other

Date of first complaint:

Section 3 - Incident details

Date of incident (if applicable):

Section 4 - Type of complaint

Bill too high / billing dispute

Meter issue

Leak

Drainage charges

Poor customer service

Payment / debt issue

Supply issue

Sewer issue

Other:

Section 5 - About your complaint

Describe the issue:

Resolution you are seeking:

Section 6 - Timeline of events

Please provide a clear timeline of events:

(include key dates such as bills, meter readings, leaks, and contact with the Water Company)

Section 7 - Required documents

Please provide copies of the following documents where available:

Recent water bills (showing the issue)

Your complaint to the water company

The company's response / final letter

Any relevant correspondence (emails, letters, call notes)

If any documents are unavailable, please explain:

Section 8 - Supporting evidence (Please provide as applicable)

Providing the right evidence helps us assess your complaint quickly and fairly. Please include as much of the following as possible:

Billing / High bill complaints:

Copies of bills showing the increase

Meter readings (including your own, if available)

Photos of meter readings (optional)

Explanation of why you believe the bill is incorrect

Meter issues:

Photo of meter
(showing reading and serial number)

Dates of readings taken
(by you and/or the company)

Any meter test results (if available)

Leak cases:

Date leak discovered and repaired

Proof of repair (plumber invoice/receipt)
Required

Photos of leak or damage (if available)

Drainage / Surface water charges

Property type (e.g. house, flat)

Any evidence of drainage arrangements
(plans/photos if available)

Service / Complaints handling

Emails or letters exchanged with the
water company

Dates of contact and any missed
appointments or delays

Supply / Sewer issues:

Payment history

Any agreed payment plans

Evidence of financial hardship (if relevant)

Supply / Sewer issues:

Photos or videos of the issue
(e.g. flooding, low pressure)

Dates and times of incidents

Engineer reports or visit notes (if available)

Section 9 - Additional information

Please include anything else you think is relevant to your complaint:

General Data Protection Regulation and Data Protection Act 2018

The Ombudsman is registered under the General Data Protection Regulation and Data Protection Act 2018 (registration ZA050882). We will keep records of the information that you give us. This helps us to monitor the progress of your case and produce statistics that we may publish. We will also collect information in connection with your case from the other parties involved.

As part of our process we may share the information that you provide to us with:

- the other parties in the case;
- other organisations who can help in resolving the dispute (including companies who provide us with services such as Welsh and British Sign Language translation services and IT support);
- the Ombudsman Standard Board or any other body who regulates or monitors us;
- any other body with whom we are legally obliged to co-operate, for example law enforcement bodies
- Bodies or individuals who from time to time carry out inspection reports required in the administration of you claim or to fulfil our contractual obligations to you.

In submitting this application and requesting The Ombudsman's involvement in your complaint, you agree to us holding and using your information in this way.

Telephone calls to and from The Ombudsman may be recorded for training and quality purposes.

In the event of a breach of the requirements of the Code of Practice the matter may be referred to the Dispute Resolution Ombudsman Standards Board.

Your Agreement

Where your application relies on the Personal Data of an individual, such as a consumer, by signing below, you confirm that you have the necessary consents to provide their personal data to us and the data subject has agreed to us contacting them to arrange the inspection.

Please tick this box to confirm acceptance

By signing this application form I acknowledge that the information that I have supplied is true and accurate to the best of my knowledge and belief. I have read the Privacy Policy on how my data will be used by the Ombudsman. I agree to my complaint being reviewed by the Ombudsman and I agree to my data being held, used and shared by the Ombudsman in accordance with the Privacy Policy. Where I have supplied any Special Categories of Personal Data (as explained in the Privacy Policy), by ticking this box I consent to the Ombudsman using my data for the proper and reasonable administration of my claim.

Signature:

Please include with this form any other information which will help us in our enquiries including copies of invoices, delivery notes, care instructions, correspondence, and any other documents relating to the purchase if these are available.

Return the form and all documents to:

Print name:

**Dispute Resolution Ombudsman
Premier House,
First Floor,
1-5 Argyle Way,
Stevenage,
Hertfordshire,
SG1 2AD**

Date:

or email info@disputeresolutionombudsman.org

Privacy Notice

Purpose of this Privacy Notice

Dispute Resolution Ombudsman, respects your privacy and is committed to protecting your personal data. This Privacy Notice tells you what to expect when we process your personal data, or personal information, when you visit our website, when you call us by telephone, or contact us via another channel and/or when you complete an Application Form to start a complaint. It tells you about your privacy rights, how the law protects you, the purposes for which we may process your personal information and the legal basis for the processing ('processing' includes us just keeping your personal information).

It is important that you read this Privacy Notice so that you are fully aware of how and why we are using your personal data.

All your personal data will be held and used in accordance with the data protection rules and regulations currently in force [1] ('**Data Protection Law**'). These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal data must be collected lawfully and used fairly, stored safely and not disclosed unlawfully.

Identity and contact details of Controller

Dispute Resolution Ombudsman, is the controller of personal data for the purposes of the Data Protection Law and is responsible for the protection of your personal data.

Our contact details for data protection purposes are as follows:

Dominique Marshall, Head of Process, Quality & Risk.

Dispute Resolution Ombudsman

Premier House,

5 Argyle Way,

Stevenage,

SG12AD

Tel: 0333 241 3209

Email: info@disputeresolutionombudsman.org

The data we collect about you

Personal data means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymised data).

We may collect, use, store and transfer different kinds of personal data about you which we have listed as follows:

- title, forename(s), surname;
- address, email address and telephone contact details;
- personal details of a third-party representative;
- reference number;
- complaint details which may contain personal identifiers;
- photographic, video or other evidence provided;

Some personal information that is collected is treated as more sensitive (referred to as 'special categories of personal data' [2], for example, information about health, sexuality, ethnic background and others).

You are able to contact us via Twitter (@ombudsmantweets). However, we do not have any influence on the scope of data that is collected by Twitter or any other social media channels through their sites and if you use them, you should check the policies of the relevant channels to understand how they protect your data. We may collect, use and retain some information that you provide or which is otherwise obtained via social media channels if it is relevant to your complaint.

How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us information about yourself by filling in an Application Form and/or by corresponding with us by post, phone, email, or otherwise including through social media channels.
- **Indirectly from the other parties to the case.** Businesses may share information with us from their own internal databases insofar as it is relevant to your complaint.
- **Indirectly from Industry Bodies.** Industry Bodies may share information with us from their own internal databases insofar as it is relevant to your complaint.
- **Website.** Our website will store cookies. Cookies are small pieces of text which are stored on your browser, the page you are viewing or the on your device. They allow the website or a third party to recognise you and help you navigate the website more easily. For more information about the cookies we use on our website, please [click here](#).
- **Third parties.** We may collect standard internet log information and details of visitor behaviour patterns from various third parties such as analytics providers (e.g. Google Analytics).

We may collect information about your computer, including where available your IP address, operating system and browser type. This is for system administration, to filter traffic, to look up use domains and to report statistics. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

Legal basis for processing

We will only use your personal data when the law allows us to. This means we have to have a legal reason to use your personal data. The legal basis is that we have a legitimate interest in processing your data in order to administer a claim against a business against whom you have lodged your complaint. When you ask us to consider a complaint against a business, we will only request the personal information that is needed to process your complaint. We require your data to pursue our legitimate interests in a way that we consider you could reasonably expect in the administration of the claim itself.

If you have contacted us for the purposes of commissioning an independent inspection report, we have a contractual basis for processing your data to fulfil our obligations in respect of the report.

Special categories of personal data [3]

The legal reason for processing special categories of personal data is more limited. We must identify a lawful basis for this processing and meet a separate condition for the processing. The basis for which we can use these special categories is that we have a legitimate interest in processing your data in order to administer a claim against a business against whom you have lodged your complaint. The separate condition is that you have given your explicit consent to us processing your data for this purpose. Consent must be freely given, specific and informed and you must have a genuine choice about offering your data.

Where you have supplied special categories of personal data which are relevant to your claim, you will be asked to consent to us using your data for the proper and reasonable administration of your claim when you submit or sign your Application Form [link]. Where we rely on your explicit consent to process special categories of personal data, this consent can be withdrawn at any time. To withdraw your consent, please contact us.

Other basis we could use, if applicable:

- With your consent;
- Where we need to protect the vital interests (i.e. health & safety) of you or another person;
- Where you have already made the information public;
- Where we, or another person needs to bring or defend a legal claim;
- Substantial public interest grounds

If you are unsure about our use of your data, or require more information, please contact us for details.

What we use your information for

The Ombudsman will only use the information you provide to:

- respond to your enquiry;
- investigate your complaint;
- comply with our reporting obligations.

You will not be subject to automated decisions.

We will not use your data for any marketing or promotional purposes and will not share your personal data with any third party for marketing purposes.

We may contact you to seek your permission to use your data to monitor customer satisfaction levels or invite you to participate in a discussion with the marketing and communication department solely to discuss your experience and provide feedback. We have a legitimate interest in finding ways to improve our service, however there is no obligation on you to participate with any such survey or meeting and you can communicate your preference regarding this to us at any time.

Telephone calls to and from The Ombudsman may be recorded for training and quality purposes. Recordings are used to protect the interests of those participating in the call and provide us with useful information or evidence that supports your complaint. When you submit an Application Form and request The Ombudsman's involvement in your complaint, or you agree to your case being referred to us through an Industry Body, you acknowledge that we will hold and use your information in the ways described above.

Sharing your personal information

Dispute Resolution Ombudsman is a subsidiary of The Ombuds Group (registered in England and Wales, company number: 14275884 / ICO Registration ZB499817) along with the Furniture & Home Improvement Ombudsman (registered in England and Wales, company number: 14303971 / ICO Registration ZB498791) All data held by the Dispute Resolution Ombudsman may be shared/transferred between any of the above organisations.

As part of the process to administer a claim against a business against whom you have lodged your complaint, we may share the information that you provide to us with:

- the other parties in the case;
- other organisations who can help in resolving the dispute (including companies who provide us with services such as Welsh and British Sign Language translation services and IT support);
- Relevant Industry Bodies;
- The Ombudsman Standards Board or any other body who regulates or monitors us;
- any other body with whom we are legally obliged to co-operate, for example law enforcement bodies.
- Bodies or individuals who from time to time carry out inspection reports required in the administration of your claim or to fulfil our contractual obligations to you.

Please also note that as part of our service, we operate a Case Management System which is managed by a third-party company. All data (including personal data) relating to cases is stored within this system and therefore may be accessed by employees and associates of the third-party company. We have a data sharing agreement in place with them for this purpose.

How we manage your personal information

We process your personal information in accordance with the principles of the Data Protection Law.

We will treat your personal information fairly and lawfully and we will ensure that information is:

- processed for limited purposes;
- kept up-to-date, accurate, relevant and not excessive;
- not kept longer than is necessary;
- kept secure to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Access to personal information is restricted to authorised individuals on a strictly need to know basis and subject to a duty of confidentiality. We are committed to keeping your personal details up-to-date, and we encourage you to inform us about any changes needed to ensure your details are accurate.

Sometimes we will need to share your personal data with third parties and suppliers outside the European Economic Area, such as the USA. If we do this, we have received confirmation to ensure your data receives the same protection as if it were being processed inside the European Economic Area.

With regard to disputes administered under the arbitration scheme established by the Commercial Rents (Coronavirus) Act 2022, Dispute Resolution Ombudsman will capture and share information pertaining to the following, with the Department for Business, Energy and Industrial Strategy:

- Applicant's business size
- Main activity of the applicant's business (including main activity SIC code if available)
- Applicant's Company Registration Number (if applicable)
- Gender of Applicant
- Age of Applicant

Your rights under the Data Protection Law

Under the Data Protection Law, as a data subject you have the legal right to:

- request access to your personal data (commonly known as a 'data subject access request');
- request correction of your personal data;
- request erasure of your personal data;
- object to processing of your personal data;
- request restriction of processing your personal data;
- request transfer of your personal data;
- not be subject to automated decisions; and
- withdraw your consent.

Please contact us if you require any further information relating to, or if you wish to exercise any of, these rights.

Periods for which we will store your personal information

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

Telephone recordings are kept for 6 months. If a telephone call recording provides useful information or evidence that supports a complaint, we may keep this as part of the case for 6 years.

We will keep other records of the information that you give us for up to 6 years. This is required for us to monitor the progress of your case and produce statistics that we may publish. We have a legal obligation to publish certain case statistics to our ADR accrediting body. This means that we will retain and may refer to the information you have provided to us after your case with us is closed. Personal information that you provide through social media is kept for a period of up to 12 months.

We also have an ongoing duty to retain personal data so that we can make reasonable adjustments for consumers under the Equality Act 2010. This may affect, for example, a consumer's preferred method of contact if they had a hearing impairment and/or what would be an appropriate award to make.

In some circumstances you can ask us to delete your data: see Your rights under the Data Protection Law for further information.

Third party links

This website includes links to the websites of the businesses and may include links to other third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

Further information

For further information on how and why we process your information and on how to exercise your legal rights, contact us.

The Information Commissioner's Office (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body, the UK supervisory authority for data protection issues, and one of their primary functions is to administer the provisions of the Data Protection Law.

You have the right to complain to the ICO if you think we have breached the Data Protection Law.

You can contact the ICO at:

Information Commissioner's Office

Wycliffe House,

Water Lane

Wilmslow,

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: www.ico.org.uk

The Dispute Resolution Ombudsman is registered under the General Data Protection Regulation and Data Protection Act 2018 (registration ZA050882).

If you are unsure about our use of your data, or require more information, please contact us for details.

Contact Us:

Telephone: 0333 241 3209

Email: info@disputeresolutionombudsman.org

Twitter: @Ombudsmantweets

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