

Sewerage Codes for Adoption:

Redress Procedure

INFORMATION FOR DEVELOPERS – REDRESS IN RELATION TO THE ADOPTION OF SEWERAGE ASSETS.

As part of the introduction of OFWAT's Codes for Adoption (April 2018) we need to share with you our process of redress should we fail to meet expected performance as set out within the codes.

Whilst we endeavour to meet the timescales set out within codes for adoption on occasion our performance may fall short of the expected timescales.

If on occasion we do fall short of these standards then you can expect us to follow the below steps:

- Contact you to let you know we have failed to meet the expected timescales.
- Explain the reasons why the failure has occurred
- Confirm what remedial action we will take
- Provide a date by which we will have completed the service in question

If you are unhappy with our explanation you can request this to be reviewed by our Compliance Manager, who will write to you within five working days outlining the causes of the failure, how this can be corrected, if this has not already occurred and whether there were any lessons learnt for either party from the failure which may prevent similar failures in the future.

This process has been developed specifically to cover activities which form part of the sewer adoption process and sits outside of our existing complaints procedures. If you are not satisfied with the service you receive please contact as soon as possible. Our Complaints procedure can be found [here](#)

Should you wish to contact us in relation to any activity associated with the new sewerage codes for adoption we would ask you in the first instance to e-mail us at Sewer.Adoption@nwl.co.uk