



DRINKING WATER INSPECTORATE

Area 5B
Nobel House
17 Smith Square
London SW1P 3JR

Drinking Water Inspectorate - Complaints Procedure

Owner : Business Performance manager

Review : Anually:

Last reviewed : Mar 2019

Stage 1

Complaints about the Inspectorate should be made to the Chief Inspector detailing the nature of the complaint. In the first instance all complaints will be investigated by the Chief Inspector or a Deputy Chief Inspector.

A response to the complaint will be made within 20 working days of the date it is received in the Inspectorate. The response will include details of what action has been taken. If it is not possible to make a response within 20 working days because of the need for further information or investigation an interim response will be made. The address for such complaints is:

Area 5B,
Nobel House
17 Smith Square
London SW1P 3JR

Or DWI.Enquiries@defra.gov.uk

Stage 2

If the complainant is not satisfied, the complainant can seek a review by the Director of the Water and Flood Risk Management directorate of Defra, who will, if the matter is scientific or technical, appoint an independent specialist to advise them, if necessary.

The address for such complaints is

The Director
Director, Floods and Water
Defra
Seacole Building,
2 Marsham Street,
London SW1P 4DF

If the complaint concerns the Inspectorate's actions in Wales, the second stage review would be carried out by the Director, Energy, Water and Flood Division of the Welsh Government, with appropriate specialist advice as necessary.