



WHAT TO DO IF YOU HAVE A COMPLAINT



Write to our Customer Service Manager via email or letter using the contact details below.

💧 If you are not satisfied with the response, you can write to our General Manager using the same contact details.

💧 If you need to escalate your complaint any further, you can write to the Managing Director, States of Guernsey Trading Assets, also using the contact details below.

💧 Our full Complaints Procedure can be found at www.water.gg/complaints

