



John Layte <johnlayte@gmail.com>

Your complaint against South West Water

1 message

CCWater Enquiries <Enquiries@ccwater.org.uk>
To: "john@layte.com" <john@layte.com>

5 July 2017 at 14:33

Dear Mr Layte,

As requested, please see attached e-mail.

I have asked South West Water to provide you with a copy of the e-mail dated 29 August 2013.

Yours sincerely,

Stacey Harper
Senior Customer Caseworker
Consumer Council for Water

1st Floor Victoria Square House, Victoria Square, Birmingham, B2 4AJ
Telephone: 0121 345 1088 Fax: 0121 345 1001

Visit our website: www.ccwater.org.uk

Twitter: @WaterWatchdog

Please read our leaflet: <http://www.ccwater.org.uk/documents/2015/03/your-right-to-complain-about-your-water-or-sewerage-company.pdf>

Please note my office hours are: Monday 8-2, Tuesday 10-6, Wednesday 7-3, Thursday 1-7, Friday 1-7.

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From: "Gibbs, Helen" <hgibbs@source-cm.co.uk>
To: "Gibbs, Helen" <hgibbs@source-cm.co.uk>
Cc:
Bcc:
Date: Wed, 22 Feb 2017 15:49:47 +0000
Subject: FW: MR LAYTE

From: Whiteman Neil [<mailto:Neil.Whiteman@ccwater.org.uk>]
Sent: 15 October 2015 11:30
To: Broxton, Christine M
Subject: RE: MR LAYTE

Hi Chris,

Thanks for this - I'll be closing this case now rather than handing over as we've always said to Mr Layte as **private pipework issue not something we can deal with** directly but agreed to monitor solely because SWW had agreed to investigate.

Now that Regs and Legal involved and as he has refused what seems a more than reasonable offer of £1,500 for customer service issues this is clearly outside our remit.

Regards

neil

From: Broxton, Christine M [<mailto:cbroxton@source-cm.co.uk>]
Sent: 15 October 2015 10:54
To: Whiteman Neil
Subject: FW: MR LAYTE

Hi

Info from Mike.

Chris

From: Shannon, Mike
Sent: 15 October 2015 10:49
To: Broxton, Christine M
Subject: RE: MR LAYTE

Hi Chris,

I spoke with Mr Layte on 28.9.15. He started the conversation by complaining about the Regulations inspection of 17th September; I explained **again** to him that the Regulations compliance issues are a separate matter and one I cannot either comment on or have any influence over. From there he got very agitated. I said to Mr Layte that my email sets out the Company's position and I was hoping that he was calling to accept our offer of compensation. He said he is not accepting the compensation offer. Mr Layte terminated the call.

We are trying to keep the non compliant Regs issues separate from the customer service issues.

I don't know the current status with Regs, apart from they are considering their next steps with Legal.

Sorry Chris,

Mike

From: Whiteman Neil [<mailto:Neil.Whiteman@ccwater.org.uk>]
Sent: 15 October 2015 10:18
To: Broxton, Christine M
Subject: RE: MR LAYTE

Hi Chris,

Per your email on 09/09/15 regarding Mr Layte, Mike Shannon subsequently telephoned me on 23/09/15 with an update on the situation but I've not heard anything since then.

Accordingly, can you check and see if anything further has occurred since 23/09/15 and let me know?

Thanks

neil

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23K