

# Water Industry Approved Plumbers Scheme (WIAPS)

## Customer redress arrangements

### 1 Definitions





1.1 In this document, unless the context requires otherwise, the following definitions and rules of interpretation apply:

<b>Approved Plumber</b>	an individual plumber which has been approved by Water Regs UK as a WIAPSMember in accordance with the Terms and Conditions
<b>Approved Plumbing Business</b>	a plumbing business (whether conducted on a sole trader basis, as a partnership or as a company) which has been approved by Water Regs UK as a WIAPSMember in accordance with the Terms and Conditions
<b>Approved Sector Worker Business</b>	a Sector Worker business (whether conducted on a sole trader basis, as a partnership or as a company) which has been approved by Water Regs UK as a WIAPSMember in accordance with the Terms and Conditions
<b>Approved Sector Worker</b>	an individual Sector Worker who has been approved by Water Regs UK as a WIAPSMember in accordance with the Terms and Conditions
<b>Auditor</b>	an auditor appointed on behalf of the Scheme which may include Water Company employees, Water Regs UK employees or third-party contractors
<b>Business Member</b>	an Approved Plumbing Business or an Approved Sector Worker Business
<b>Code of Conduct</b>	the Water Industry Approved Plumbers Scheme Code of Conduct as amended from time to time, a copy of which is available on the Water Regs UK website.
<b>the Customer</b>	users or potential users of Members' services
<b>Individual Member</b>	an Approved Plumber or an Approved Sector Worker
<b>Member</b>	an Individual Member or a Business Member
<b>Notification</b>	notification of an installation as required by the Regulations
<b>the Regulations</b>	the Water Supply (Water Fittings) Regulations 1999
<b>Sector Worker</b>	water installers who are not qualified plumbers but are recognised by WIAPS for their competency in undertaking a limited scope of work in the following sectors: <ul style="list-style-type: none"> <li>• Ground Workers (External Services)</li> <li>• Catering Installers</li> <li>• Point of Use (Chilled Water) Installers</li> <li>• RPZ Valve Testers</li> </ul>
<b>the Scheme</b>	the Water Industry Approved Plumbers Scheme, which shall include all Sector Worker schemes
<b>Terms and Conditions</b>	The Water Industry Approved Plumbers Scheme Terms and Conditions of Membership

<b>Water Company</b>	the water company responsible for supplying water in a particular region of the UK, otherwise known as: - the licensed wholesaler; or - water undertaker, as defined in the Water Industry Act 1991
<b>WaterSafe</b>	WaterSafe Installers' Scheme Limited (Company No. 08128904), whose registered office is at Pembroke House, Ty Coch Lane, Llantarnam Park Way, Cwmbran, Torfaen, Wales, NP44 3AU
<b>Water Regs UK</b>	Water Regs UK Limited Registered No. 06663930 Registered Office: 6D Lowick Close, Hazel Grove, Stockport, SK7 5ED

## 2 Process

- 2.1 The following flow chart outlines the arrangements put in place by WIAPS for Customers who are not satisfied with the service provided by a WIAPS Member. Where WIAPS Members are also WaterSafe members, this process will also satisfy the WaterSafe customer redress arrangements.
- 2.2 Customers should always try to resolve any concern directly with the Member. Where the Customer cannot reach a mutually acceptable solution with the WIAPS Member then they can contact WIAPS and ask them to investigate their case as set out in this flow diagram.
- 2.3 Please note that WIAPS can only investigate a dispute concerning compliance with the Water Supply (Water Fittings) Regulations 1999 of the work carried out by a WIAPS Member, or the Member's failure to comply with the WIAPS Terms and Conditions of membership, Code of Conduct or the WaterSafe Scheme rules. It cannot adjudicate on contractual issues, such as price, which should be pre-agreed between the Customer and the Member. WIAPS recommends Customers to obtain three written quotes for any work.
- 2.4 For clarity, the actions of the different parties involved in the disputes procedure, i.e. Customer, WIAPS Member and WIAPS are colour coded as set out below. Where the WIAPS investigation finds a plumbing installation that does not comply with the Water Regulations (or Byelaws in Scotland) WIAPS will, if the Member does not rectify the fault, report the Member Business to the local Water Company who may take enforcement action against the Member Business to correct the fault.

	Customer's course of action
	WIAPS actions
	Member's actions
	Auditor actions

All stages in the process are numbered for ease of reference

