

**Water Sector ADR Panel
Meeting 38
Minutes of a Meeting on 16 January 2020 at Water UK, 36
Broadway, London**

Present:

Louise Beardmore	Daksha Piparia
Susan Bradford	Sir Tony Redmond
Joe Brownless	Sandra Webber (Chair)
Claire Forbes	
Attending	
Debra Hughes (Item 3)	Shona Flood (Secretary)
DanParks (Item 3)	

		Action
ITEM 1	Note and actions arising from meeting on 27 November 2019	
1.	It was agreed that Item 1 would be held over until the next meeting of the Panel.	
ITEM 2	Standing items	
3.	It was agreed that the review of Standing Items would be held over until the next meeting of the Panel.	
ITEM 3	Tender interviews	
8.	The Panel heard a presentation from CEDR. The Panel questioned CEDR about proposals put forward to enhance accessibility to and the operation of the scheme.	
9.	The Panel received a presentation from the Dispute Resolution Ombudsman (DRO). The Panel were attracted by some of the concepts DRO had to offer but noted that these were part of an ombudsman approach which would overlap and/or cause confusion with the role of CCWater.	
	The following recommendations were agreed: RWD should:	
10	1. offer the contract as tendered to CEDR as preferred supplier 2. engage with all stakeholders to ensure that the structure of the current complaints process in the water sector is fully reviewed before the contract ends.	SW/SF
	The Panel observed that nobody “owns” the entire 4-stage complaints system or has responsibility for driving service improvements based on insights from its totality. It was decided that the Panel should write to Defra and Ofwat recommending that they undertake a consultation on the best way forward in the interests of customers in respect of the current complaints structure before the WATRS scheme comes up for its next re-tender.	SW/SF

ITEM 8	AOB	
	Next meetings: 2pm 2 April 2020 2pm 1 July 2020	