

Central Water Authority

Complaints Handling Protocol

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This *Complaints Handling Protocol* recognizes the importance of having a well-established communication between the CWA and its stakeholders. The CWA is attentive to its customers and understands that complaints are a valuable form of feedback. The CWA, for instance, has set up Public Relations desks at its offices (see list below) located across different parts of the country to attend to its valued customers.

In addition, to ensure a 24/7 service the CWA has hired the services of a professional Call Centre to operate a Hot Line on 170.

We wish to inform the general public that complaints regarding water supply and water quality may be addressed to CWA sub-offices, on Mondays to Fridays, between 09h00-16h00 hours, as follows:

<u>Office</u>	<u>Telephone number</u>
St Paul	6015000
Decaen	2125065/66 / 2125357 / 2125129
Flacq	4132493/94 / 4132558
Mahebourg	6319734
Pamplemousses	2433685 / 2433550 / 2435314
Quartier Militaire	4358293 / 4355537 / 4355629
Rose Belle	6275762 / 6272423 / 6272375
Souillac	6255685
Rose Hill	4546779 / 4546782 / 4648267
La Marie	6840010 / 6840016
Public holidays/ Saturdays & Sundays	Hot Line 170

The CWA has defined a well-structured framework to handle complaints from diverse stakeholders. An illustration of this framework is shown below:

Protocol for handling complaints at the Central Water Authority (CWA)



