



Charter of the Drinking Water Quality Regulator for Scotland

October 2017

The Charter of the Drinking Water Quality Regulator (DWQR) sets out our responsibilities and the standards to which we work. This Charter complements the DWQR's Quality Management System (QMS). The DWQR has accreditation to the ISO 9001:2015 standard to ensure best practice working and a consistent approach.

Who We Are

The Drinking Water Quality Regulator for Scotland (DWQR) is the independent regulator of drinking water for Scotland. The Water Industry (Scotland) Act 2002 (The Act) established in statute the post of Drinking Water Quality Regulator, who is appointed to ensure that the drinking water quality duties imposed on Scottish Water are complied with.

DWQR regulates Scottish Water, which is the sole supplier of drinking water for domestic customers from public supplies in Scotland, supplying 97% of the population. The remainder of water is taken from private water supplies. The monitoring and enforcement of drinking water quality standards in private supplies is the responsibility of local authorities. DWQR has a supervisory role in overseeing the activities of local authorities in the fulfilment of their duties.

In fulfilling our scrutiny role we aim to follow the principles required by the Public Services Reform (Scotland) Act 2010, in that throughout our activities we aim to be:

- Independent, impartial and fair in our dealings with Scottish Water, consumers and local authorities
- Proportionate in our scrutiny, adopting the principles of better regulation
- Accountable, transparent and open, ensuring stakeholders have confidence in our work and understand our role

What We Do

We play a key role in ensuring that the quality of drinking water in Scotland is of the highest standard. This is achieved through technical inspections and assessment of Scottish Water's information, assets and activities and the supervision of local authorities' implementation of the regulations relating to private water supplies. The results of inspections and assessments are available through our website www.dwqr.scot.

We publish annual reports on our website about drinking water quality in relation to both public and private supplies in Scotland.

We investigate complaints regarding drinking water quality either relating to water supplied by Scottish Water or to local authorities' implementation of the private water supplies regulations. We will only investigate such complaints once the formal complaint process for those organisations has been followed. The process we follow for our [second tier complaint investigation](#) can be found on our website.

Specific tasks carried out by the DWQR include:

- Investigating Scottish Water's response to events and incidents that could affect drinking water quality
- Participating in the investment planning process to ensure that any necessary improvements to drinking water quality are appropriate and are delivered in a timely fashion
- Monitoring the quality of public drinking water supplies and Scottish Water's operations and, where necessary, initiating enforcement action
- Checking that Scottish Water responds appropriately to any concerns from consumers about drinking water quality
- Providing guidance to local authorities on the private water supplies regulations
- Monitoring local authorities' progress with evaluating and improving the quality of private water supplies

More information regarding the general principles we follow in relation to our powers for enforcement of the legislation can be found in our [Enforcement Policy](#) on our website.

Customer Service Commitment

DWQR aims to be an excellent regulator, working with others to safeguard and improve drinking water quality in Scotland.

Standards of Service

We are committed to offering a high quality service and we will:

- Deal with enquiries courteously and with integrity at all times
- Acknowledge letters, emails and telephone enquiries where appropriate within 5 working days of receipt – a full reply should be issued within 20 working days but may take longer. However, we will endeavour to keep the correspondent informed of progress
- Ensure everything reasonably possible is done to make our services accessible to everyone
- Maintain confidentiality of information unless the law dictates otherwise
- Explain if the matter you raise cannot be dealt with by us and, if possible, put you in direct contact with someone who may be able to help. We cannot provide legal advice

Information

Details of our [Publication Scheme](#) can be found on our website which explains the type of information we hold and how it is made available. Additionally we will supply information on request unless the material falls under specific exemptions contained in:

- Environmental Information (Scotland) Regulations 2004
- Freedom of Information (Scotland) Act 2002
- The Data Protection Act 1998

We will issue appropriate information within 20 working days of receipt of request.

Making a Complaint About Us

If you are unhappy with the level of service you have received from DWQR, please contact us on 0131 244 0190 to allow us to address your concerns as quickly as possible. Full details of our [complaint handling procedure](#) can be found on our website.

Feedback

We always welcome feedback on our service and performance. If you feel we could improve, please contact us:

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Victoria Quay
Edinburgh
EH6 6QQ

Tel: 0131 244 0190
Email: Regulator@dwqr.scot