

COMPLAINTS PROCEDURE

HWA CHARTER COMPLAINTS PROCEDURE

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- 1. Receive Complaint**
- 2. Complaint versus HWA Charter Member**

The HWA Charter is managed and promoted by:

Hot Water Association (HWA)

Camden House

Warwick Rd

Kenilworth

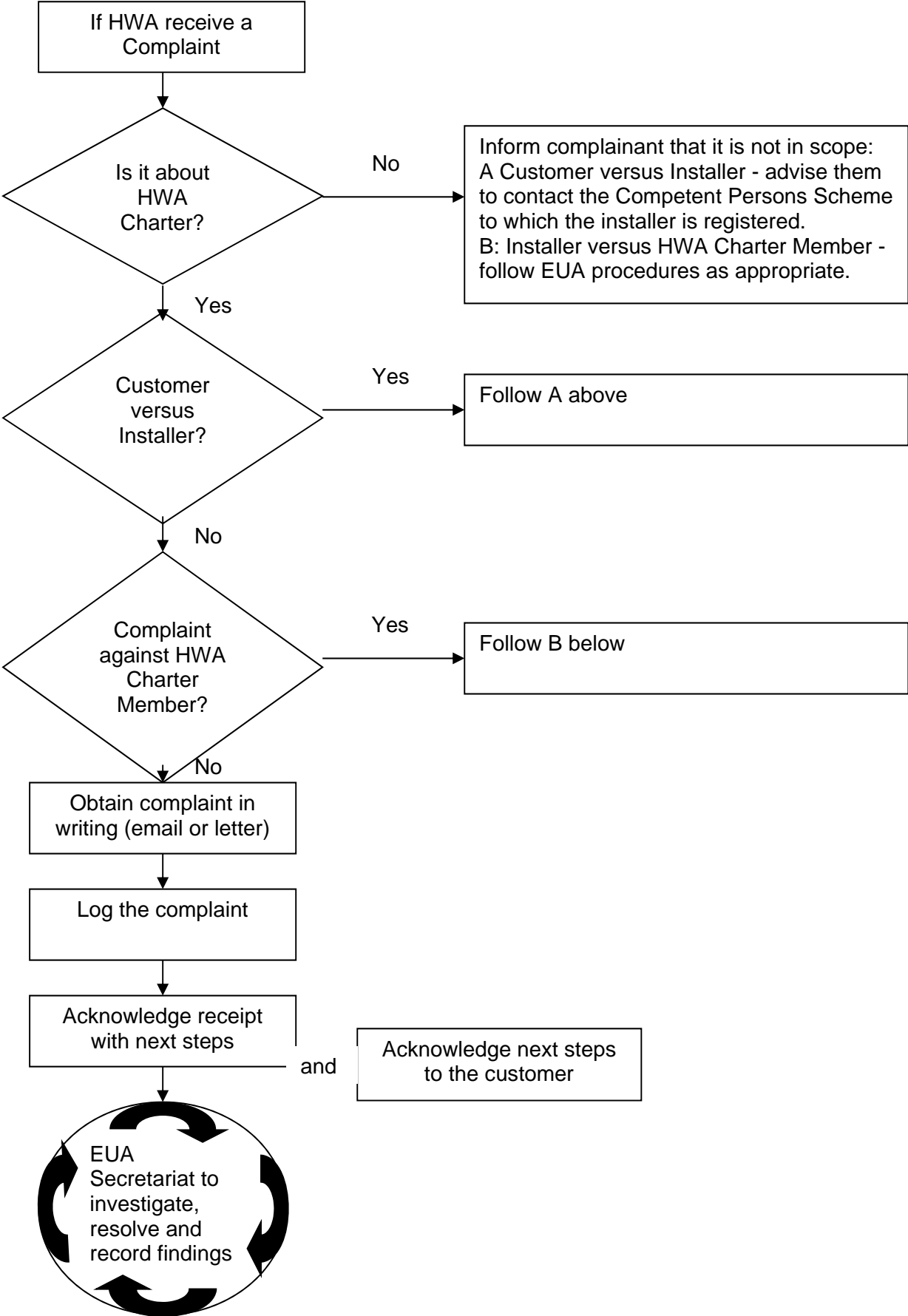
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