



**Scottish
Water**

Trusted to serve Scotland



Listening to you

Listening to your comments

Your views are important to us. We are committed to delivering our services to you at a high standard, if we don't deliver the standard of service that you expect, or if we make a mistake, we want to know. We will investigate the situation and set about putting things right as quickly as possible. By telling us about your experience you are helping us to avoid making similar mistakes in the future.

We hope that you will never need to progress beyond the first step. However, we want to give you every opportunity to present your case where you remain unsatisfied.

Our process

STEP 1

If you are not happy about the way we have provided services or with the services provided please call us on our Customer Helpline **0800 0778778** or email: **customer.services@scottishwater.co.uk** and provide us with details of your concern. Through contacting us by phone we can start to resolve your concerns sooner. We aim to deal with your telephone contact there and then. If we cannot do this we will ring you back.

STEP 2

In the event that your concern is not resolved to your satisfaction once you have completed step 1, you can contact us through one of the following routes:

Email our Service Review Team on **customer.concerns@scottishwater.co.uk**, or write to:

Service Review Team
Scottish Water
PO Box 8855
Edinburgh
EH10 6YQ

We will offer you a written response. For those instances where we need to investigate your complaint we will respond to you within 5 working days.

STEP 3

We hope that you will never need to progress beyond step 1 or 2 as we will make every effort to resolve your complaint to your satisfaction. However, if you find that you are still not completely satisfied with our final response, then you can contact the Scottish Public Services Ombudsman.

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about most organisations that provide public services in Scotland, including Scottish Water. Their service is independent, free and confidential. **The SPSO will normally only consider a complaint after you have fully completed Scottish Water's complaints review process.**

The SPSO cannot normally look at complaints:

- More than 12 months after you became aware of the matter you want to complain about; or
- That have been or are being considered in court.

If you remain dissatisfied once you have completed Scottish Water's complaints procedure, contact the SPSO for advice and request a complaint form on Freephone **0800 377 7330**, via their website at **www.spsso.org.uk**, or by writing to:

Freepost SPSO

(This is all you need to write on the envelope, and you do not need to use a stamp)

Alternative formats of this leaflet can be made available free of charge. For information on Braille, large print, audio and a variety of languages, please call our Customer Helpline.

Our review process

STEP 1

Call our **Customer Helpline** on **0800 0778778** or email **customer.services@scottishwater.co.uk** to tell us about your concern. If you call we will either:

1A

Resolve your concern there and then, or

1B

Arrange a time to phone you back with a response.

STEP 2

If your concern is not resolved to your satisfaction once you have completed step 1, you can then contact our **Service Review Team** by emailing, or writing to them. They will either:

2A

Offer you a full response within 5 working days, or

2B

If they need to investigate further, they will tell you within 5 working days.

STEP 3

If you are still not satisfied with our final response you can contact the **Scottish Public Services Ombudsman**.

For more information on Scottish Water, our services and our customer charter call our Customer Helpline on **0800 0778778** or visit our website at

www.scottishwater.co.uk