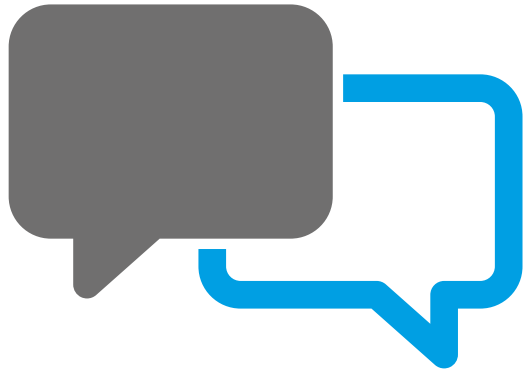


SEVERN

TRENT

WATER

Let us
know if
we could
do better



What to do if you are unhappy with our service

Our complaints procedure
and how to contact us

We aim to get things right first time, every time, but we know that sometimes things can go wrong. Even if you aren't a customer, you can tell us about an issue or make a complaint. We're always looking for ways to improve the service we provide, so please let us know if we could do better.

I want to make a complaint, what should I do?

We know that if something goes wrong, you want us to resolve it quickly and accurately. Our contact centre advisors are the best people to do this. They'll be able to explain what's happened and what we'll do to resolve the problem. If you decide to make a complaint we'll follow our complaints procedure which ensures that you're treated fairly. There are three stages to the procedure which are explained in this leaflet.

Stage one – Contact us and we'll record and respond to your complaint

Our contact centre advisor will record the details of your complaint. Your complaint will be confidential and if you don't want to give us your name, you can make it anonymously.

How can I contact you?

We have contact centres across the region with specialist staff trained in a particular area of our business. This makes sure that you get to speak to someone who has the best experience to deal with your issue or complaint. If you aren't completely satisfied

after speaking to an advisor, our Duty Managers are always available. They will be happy to help you by continuing the call or arranging to call you back at a convenient time.


- For issues and complaints about your water bill, call our billing team on **0845 7 500 500**. We're available Monday to Friday 8am-8pm and Saturday 8am-1pm. Calls are charged at local call rate.
- For issues and complaints concerning our water and sewerage services, please call our Customer Operations Service Centre on **0800 783 4444**. We're available 24 hours a day, seven days a week and can also be used to report emergencies such as leaks and floods.

We also have a Textphone Facility available 24 hours a day on **0800 328 1155**. Calls to this number can only be received if you are dialling from a Textphone.

In some areas we don't provide both your water and sewerage services. Your bill will show you if another company provides your services. Their contact details can be found in your local telephone directory.

How else can I contact you?

 Email: You can email us at customercare@severntrent.co.uk

 Post: You can write to us at the following address:
 Severn Trent Water Ltd
 PO Box 5309
 Coventry
 CV3 9FH

Please include a phone number in your email or letter so we can contact you if we need more information and so we can answer your questions in full as quickly as possible. Post can take longer to reach us and reply to, so if you need a quick response it would be better if we could call you.

When can I expect you to respond?

We'll always aim to deal with a phone complaint the first time you call us. If you make a written complaint we'll work hard to reply by phone, email or letter within ten working days of receiving it. If we don't, you could be entitled to a payment under our Guaranteed Service Standards Scheme. See over the page for details on how to request more information about the Scheme.

We can also reply to you in a number of alternative formats such as large print and Braille. Please let us know if this would be better for you.

Please note that if you ask your local MP or other elected representative to act on your behalf, we'll give a full and complete response which may include personal and/or financial information where relevant to the response.

Stage two – If you aren't happy, we can review your complaint

If you're still unhappy you can let us know. Your complaint will go to a senior member of our customer service team to be reviewed. We'll assess all of your concerns fully and let you know the outcome as soon as possible. If you feel it would be better to deal with the issue face to face then we're happy to visit you, or you can make an appointment to visit us.

Please note that if a solicitor or other agent acts on your behalf, this will have no effect on the way we carry out the review. We won't charge you for any reviews we carry out but we won't pay the costs of any solicitors/agents you have employed.

If we haven't met one of our Guaranteed Service Standards you could be entitled to a payment. See over the page for details on how to request more information about our Guaranteed Service Standards Scheme.



Stage three – If you don't agree with our review you can contact the Consumer Council for Water

The Consumer Council for Water is an independent organisation that exists to protect your rights as a customer and they'll provide you with free advice. The Council can be contacted at the following address:

 **Consumer Council for Water Central**
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ

 Website: www.ccwater.org.uk

 Telephone: **0121 345 1017**

You can find our *Code of Practice – Our Guaranteed Service Standards* by visiting stwater.co.uk or by calling **0845 7 500 500** (general or billing services) or **0800 783 4444** (water or sewerage services). The Code sets out detailed information on the circumstances, amounts and timescales that we'll pay you in if we've failed to meet one of our standards.

We hope you've found this information useful. If you have any more questions please visit our website at stwater.co.uk or contact us on **0845 7 500 500**.

This publication is available in alternative formats, including large print and Braille.

For further information:

 Call **0845 7 500 500**
Textphone **0800 328 1155**

 customer care@severntrent.co.uk

Calls to 0800 numbers are free from UK landlines. Calls to 0845 numbers can cost up to 6p/min from BT landlines. Calls made from mobiles or through other providers vary and may cost up to 41p/min.

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Severn Trent Water Ltd

PO Box 5309
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