

1 Making a complaint

We aim to deliver the best possible service. However, we recognise that there may be occasions when you are disappointed or disagree with us. This fact sheet sets out our Code of Practice for Complaints. It describes how you should make a complaint and the response you will receive. We are committed to resolving all complaints promptly and fairly.

How to raise your complaint with us

We will accept complaints from you in any way you wish to contact us; by letter, email, fax, telephone or in person at our offices. You can also use the form located on our website in the 'Contact Us' section. Our postal address is :

Sutton and East Surrey Water plc
London Road
Redhill
Surrey RH1 1LJ

Who you should complain to (Stage 1)

To help us to respond to a complaint promptly please direct it to:

Customer Relations
Tel: 01737 785650
Fax: 01737 766807
Email: CustomerRelations@waterplc.com

If you are not satisfied with the answer you receive (Stage 2)

If you are dissatisfied with the answer you receive from the relevant manager, you can escalate your complaint to our Managing Director. Please write to him at the address above. We may escalate the complaint on your behalf if you write again to the relevant manager about the same issue.

If you are still not satisfied (Stage 3)

If you are not satisfied with the answer you have received from our Managing Director,

you have the right to refer the matter to the Consumer Council for Water. If they believe that you have not been treated fairly or in accordance with this procedure, they will investigate your complaint and make representations to us on your behalf. Their contact details are :

Consumer Council for Water
London & South East
1st Floor, Victoria Square House,
Victoria Square
Birmingham B2 4AJ

Tel: 020 7931 5802
Fax: 0121 345 1010
Minicom: 020 7931 5802
Email: londonandsoutheast@ccwater.org.uk

If your complaint is about sewerage services

Please refer to your water bill to see who provides your sewerage service. If you receive a single bill from us, then it is likely that Thames Water is responsible for your sewerage service. If you receive a separate bill from Southern Water, then they are responsible for your sewerage service.

The relevant contact details are:
Thames Water
PO Box 286, Swindon
Wiltshire SN38 2RA
Telephone: 0800 009 3964

Southern Water Services
PO Box 41, Worthing
West Sussex BN13 3NX
Telephone: 0845 278 0845
Complaint: 0330 303 0277

Ofwat's role in handling complaints

Some complaints fall under the jurisdiction of the Water Services Regulation Authority (Ofwat). They also make decisions on certain disputes that you may have with us. We can advise you which complaints and disputes they do handle. Alternatively, visit their website for a full list (www.ofwat.gov.uk/consumer-issues).

For further information contact the Customer Services team at Sutton and East Surrey Water plc. London Road, Redhill RH1 1LJ
Tel 01737 772000 or Fax 01737 766807 www.waterplc.com

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Water Industry Redress Scheme

If your complaint remains unresolved after it has gone through all the stages of our complaints procedure and has been reviewed by CCWater, you may be eligible to take your concerns to WATRS, the Water Industry Redress Scheme who can provide an independent binding decision. Details on how and when to apply can be found at www.watrs.org. Further details can also be found on our website www.waterplc.com

What are our responsibilities in responding to your complaint?

We are committed to providing customers with a satisfactory explanation following a complaint and, where the complaint is justified, we will apologise and take remedial action.

The requirement to respond to complaints is set out in the Water Industry Guaranteed Service Standards Regulations. These set out the target response time for complaints and the payment that must be made to customers if it is not met. The Company's interpretation of these standards is given in our Customer Charter which is available on request or can be downloaded from our website (www.waterplc.com).

We undertake to respond to all complaints, including those escalated to our Managing Director, within the Guaranteed Service Standard of 10 working days from receipt. If we don't, then we will automatically pay you £30 for domestic customers and £60 for business customers. If we need to make a site visit in order to reply to your complaint then we will advise you of this within 10 working days and provide a full reply within 20 working days.

If we fail to meet the obligations set out under our Customer Charter, we will automatically compensate you in accordance with the terms of the Charter. The full Terms and Conditions

are available as a separate Fact Sheet. Where customers experience loss, inconvenience or distress, further compensation will be considered sympathetically.

Special services

We are committed to providing services that fit our customers' needs. If you have any problems reading or understanding this procedure, please contact us on 01737 772000 and we will clarify it for you. If you are hard of hearing, please contact us via the typetalk service on 0800 500 888.

This fact sheet can be provided in a number of different formats including CD, large print and Braille.

If you call us on behalf of a named account holder then you will need to demonstrate that you have their authorisation before we will discuss matters about their account. We offer a 'nominee contact' service for this purpose. Please call us on 01737 772000 for further information on this and any other of our special services.

Office Opening Hours :
Monday – Friday : 8:30am to 5.00pm

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Tel 01737 772000 or Fax 01737 766807 www.waterplc.com