



# **Our Code of Practice**

## **Making a complaint**

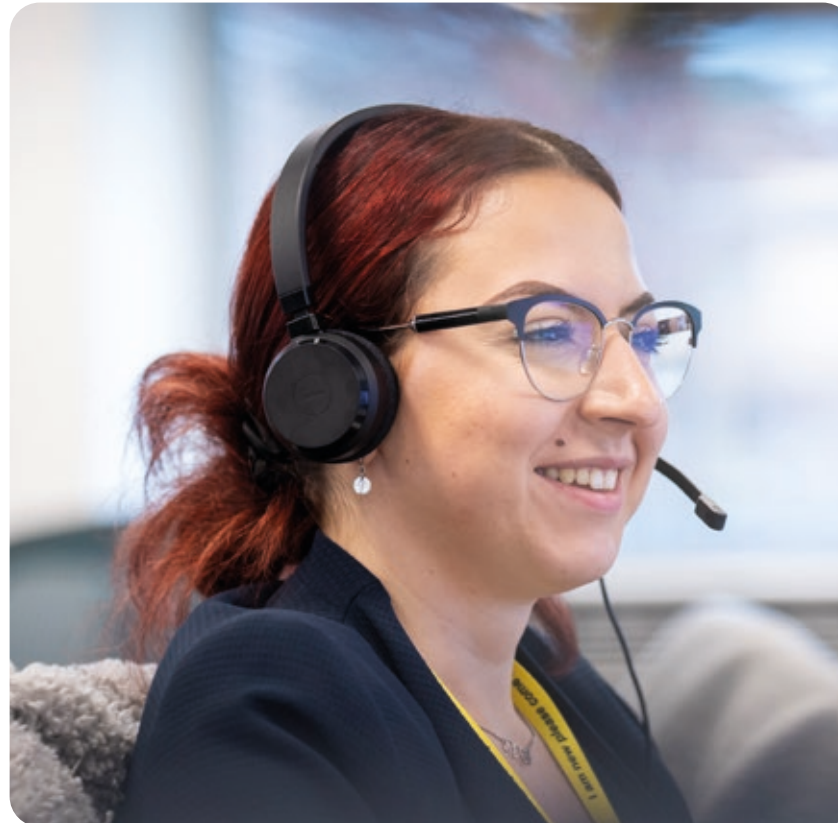
# Introduction

At SES Water, we work hard to provide a service that every customer is happy with, and we hope you never have to complain. If you're unhappy with the service we've provided, please let us know so we can try to put things right.

Your feedback is important to us as it helps make improvements, so other customers can benefit.

This document sets out our complaints Code of Practice. It covers:

- How to make a complaint (page 2)
- Our complaint steps, including how to take things further if you're not happy with our response (page 3)
- Extra support we provide (page 4)
- Important information (page 5)



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# How to make a complaint

The quickest way for us to put things right is to call and speak to one of our Customer Services team, to let us know what's happened. We'll listen to your problem and try to fix things for you. If you feel your issue hasn't been fully resolved and you want to make a formal complaint, there are several ways you can contact us:



## Call us.

For any issues relating to your account, payment or billing please call **01737 772000**, selecting option 1. The team is available from 8am to 6pm Monday to Friday.

For complaints about your water supply, please call **01737 772000** and select option 2. The team is available from 8am to 5pm Monday to Friday.

For water meter complaints, please call **01737 919485**. The team is available Monday to Friday 8.30am to 5pm.



## Email us

You can contact us online by filling out our online complaints form using the following link <https://seswater.co.uk/complaints-form>. Or scan the QR code



## Write to us

Send your complaint to the Complaints Team, SES Water, London, Road, Redhill, Surrey RH1 1LJ.

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Please see page 5 if your complaint is about your sewerage or wastewater services.

# Our complaint steps

There are three stages in our complaints process.

## Stage 1

### Get in touch

The first step is for you to contact us to give us details of your complaint.

Please get in touch using the details on page 2.

If our Customer Services team can't resolve your complaint, they will pass it over to one of our Complaints Specialists.

## Stage 2

### Escalate your complaint

We hope you never have reason to escalate your complaint. If you're not happy with our initial response, then please contact us using the details on page 2.

A member of our management team will carry out an internal review, to make sure we've done our best for you.

There may be circumstances where a complaint will not be reviewed, and details of how to get independent advice will be given at stage one.

## Stage 3

### Get independent advice

If you're still not happy with our final response, or your issue is over eight weeks old, you can call the Consumer Council for Water (CCW) by calling **0300 034 2222**, or using their online form at [www.ccw.org.uk/contact-us/online-form/](http://www.ccw.org.uk/contact-us/online-form/) or scan the QR code.



CCW are independent voice for water consumers in England and Wales and also offer free, trusted and independent advice.

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# Extra support

We're fully committed to providing services that meet our customers' needs.

If you call us on behalf of a named account holder, then we'll need confirmation you have the account holder's permission before we discuss their complaint with you. We also offer a 'nominee contact' service which can help with this.

Please contact a member of our Extra Care team on **01737 785606** if you need any further support. They're open Monday to Friday 8am until 5.30pm.\*



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\*Opening days exclude bank holidays

# Important information

## Complaints about sewerage or wastewater services

We're a water-only company. Depending on where you live, your sewerage and wastewater services will be provided by either Thames Water or Southern Water. Please see the details below if you wish to make a complaint about your sewerage or wastewater services.



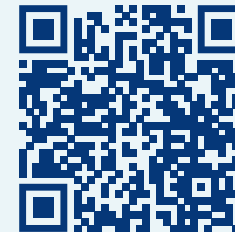
We collect charges on behalf of Thames Water for sewerage and wastewater services. If you wish to contact Thames Water, please visit their website: <https://www.thameswater.co.uk/contact-us>

Or scan the QR code



If you wish to contact Southern Water please visit their website: <https://www.southernwater.co.uk/contact-us/>

Or scan the QR code



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# Managing your complaint

The complaints we receive are recorded and stored securely on our system. If you raise a complaint, we'll assign one of our Complaints Specialists to investigate it and respond to it.

Our directors receive a monthly report on the number of complaints we've received, the reason for the complaint and what we are doing to improve. We also regularly check the quality of our responses, so we are continually improving the services we give to our customers.

Our records are independently assessed by the Consumer Council for Water (CCW) on a regular basis. We also provide information to Ofwat (our regulator) and CCW on the number of complaints we receive every year and our speed of response.

We aim to respond to your complaint within 10 working days from the date we received it. If we fail to do this, we will make an automatic payment of £30 to you.

Payment may not be given if:

- you have told us you no longer wish to pursue your complaint
- your complaint was not sent to the correct place
- your complaint is frivolous or vexatious



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