

UNHAPPY WITH OUR SERVICE?

Our complaints procedure
and how to contact us.

WONDERFUL ON TAP



Let us know if we could do better

We aim to provide brilliant customer service and we're committed to getting things right - first time, every time. If this doesn't happen, let us know so we can put things right.



We're here to help

Our customer care team can answer most questions and comments and will work with you to put things right.

If you'd like to talk to us about anything to do with your bill, call:

0345 7 500 500 (local rate call)

From 8am to 6pm Monday to Friday.

For any questions about your water supply or sewerage service, our team is here to help 24 hours a day, 7 days a week on: **0800 783 4444** (free from most landlines and some mobiles).

If our team can't put things right straight away, you can ask to talk to one of our duty managers or if you prefer they can call you back.

For customers who have a Textphone, we're available all day, every day on:

0800 328 1155.

You can also get in touch with us through our website at:

stwater.co.uk where you can get up to date information from any mobile device. You can manage your account online, report a leak, find out about any work in your area and much more.

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

Step 1:

You can contact us through our website, email us:

customercare@severntrent.co.uk

or if you prefer, write to us at the following address:

**Severn Trent Water
Customer Care Team,
PO Box 409
Darlington
DL1 9WF**

Please include your phone number so we can get back to you as quickly as possible.

If you write us a letter, we'll reply within 10 working days. If we don't, you could be entitled to payment under our Guaranteed Standards Scheme. You can find more information in section 9 of our Guaranteed Standards Scheme.

I'm still not happy, can I have my case reviewed?

Step 2:

If we still haven't been able to resolve your problem, we'll be happy to review your case.

Just let us know and we'll take another look at it. Once you contact us, our customer care team will carry out a full review and get back to you within 10 working days.

If you feel it would be better to deal with the issue face to face then we're happy to visit you anywhere within our region, or you can make an appointment to visit us.

The Consumer Council for Water

Step 3:

If we've reviewed your case but you still think we could have done more, you can contact the Consumer Council for Water by writing to them at:

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

Alternatively, go to **ccwater.org.uk** or call them on: **0300 034 2222**, weekdays only.

Alternative Dispute Resolution (ADR)

Step 4:

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.

WATRS is a voluntary alternative dispute resolution scheme to help address the very small number of customer complaints that remain unresolved. WATRS is designed to provide an independent, impartial and easy to use alternative to going to court or a tribunal.

You can make an application, free of charge at WATR's website: watsr.org or you can ask for an application form to be sent to you info@watsr.org. Guidance notes are also available on their website or you can ask for a copy to be sent to you by calling: **0207 520 3801**.

You can write to WATRS at:

WATRS

**International Dispute Resolution Centre,
70 Fleet Street,
London
EC4Y 1EU**

We've signed up to the scheme's commitments which are set out below. A full copy of the Scheme Rules can be found here: watsr.org/commitments.

- Commitment to provide WATRS free of charge to customers
- Commitment to support the principles set out in the ADR Specification
- Commitment to respect the independence of WATRS
- Commitment to be bound by decision of the WATRS' adjudicator if accepted by customer and to implement decision as required by Scheme Rules
- Commitment to co-operate with and have due regard to the recommendations of the ADR Panel.

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

For further information:

Call **0345 7 500 500**

Textphone **0800 328 1155**

Email customercare@severntrent.co.uk

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

WONDERFUL ON TAP

