



SEVERN

TRENT

WATER

# What to do if you are unhappy with our service

Our complaints procedure and how to contact us

Your views matter to us. We always aim to get things right first time, every time, but we know that occasionally things can go wrong. Anyone is entitled to tell us about an issue or to make a complaint, even if they aren't a customer. We want to improve the service we provide to you in the future, so please let us know if we could do better.

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

We understand that if something goes wrong, you want us to resolve it quickly and accurately. Our contact centre advisers are the best people to do this. They will be able to explain what's happened and what we'll do to resolve your concerns. If you do decide to make a complaint we'll follow our complaints procedure which exists to make sure that you are treated fairly. The procedure is in three stages and is explained in this leaflet.

### **Stage one – Contact us and we will record and respond to your complaint.**

Our contact centre adviser will take the details of your complaint and record it. Your complaint will be confidential and, if you want to, you can make it anonymously.

### **How can I contact you?**

We have contact centres across the region which are organised so that the staff are experienced specialists in a particular field. This ensures that you speak to someone who is best placed to deal with your issue or complaint. If, after speaking to an adviser, you aren't completely satisfied our Duty Managers are always available. They will be happy to help you and either continue the call or arrange to call you back at a convenient time.

- For issues and complaints about your water bill call our billing team on **08457 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 send emails to [customer.relations@severntrent.co.uk](mailto:customer.relations@severntrent.co.uk).

**Post:** You can write to us at the following address:

**Severn Trent Water Ltd  
Sherbourne House  
St Martins Road  
Finham  
Coventry  
CV3 6SD**

Wherever possible we ask you to include a telephone number in your email or letter. This lets us contact you if we need to understand your issue or complaint better and to answer your questions in full as quickly as possible. Post can take longer to reach us and return to you than a phone call so, if a prompt response is very important to you, a phone call could suit your needs better.

### **When can I expect you to respond?**

We'll always aim to deal with a telephone complaint the first time you call us. If you make a written complaint we'll work hard to reply by telephone, email or letter within 10 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 formats such as large print and Braille. Please let us know if these services would be better for you.

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

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

Please let us know why you aren't happy by calling, emailing or writing to us using the details provided. Your complaint will go to a senior member of our customer service team to be reviewed. We will assess all of your concerns fully and let you know the outcome as soon as possible. In some cases you might feel it would be better to deal with the issue face to face and we are happy to visit you, or for you to visit us, by appointment, if you ask us to.

Please note that if a solicitor or land 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 are an independent organisation which exists to protect your rights as a customer and they will provide you with free advice. They can be contacted at the following address:

**Consumer Council for Water Central**

**1st Floor**

**Victoria Square House**

**Victoria Square**

**Birmingham B2 4AJ**

Email: [central@ccwater.org.uk](mailto:central@ccwater.org.uk)

Website: [www.ccwater.org.uk](http://www.ccwater.org.uk)

Telephone **08457 023 953**

or **0121 345 1017**

In some circumstances, if we have failed to comply with our duties under the Water Industry Act 1991 and you have been caused loss or damage your dispute may be referred to Ofwat or to legal arbitration. You can find details of this in our Code of Practice – Our Guaranteed Service Standards.

You can find our Code of Practice – Our Guaranteed Service Standards by visiting [www.stwater.co.uk](http://www.stwater.co.uk) or by calling **08457 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 will pay you in if we have failed to meet one of our standards.

We hope you have found this information useful. If you have any more questions please visit our website at [www.stwater.co.uk](http://www.stwater.co.uk) or contact us on **08457 500 500**.



**Severn Trent Water Ltd**

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

For further information please:  
call 08457 500 500  
textphone 0800 328 1155  
email [customer.relations@severntrent.co.uk](mailto:customer.relations@severntrent.co.uk)

This leaflet forms part of our company Code of Practice.  
It has been produced in consultation with the Consumer  
Council for Water and has been approved by Ofwat, the  
water industry regulator.

