

Unhappy with our service?

A guide to our
complaints process

WONDERFUL ON TAP

SEVERN
TRENT

Working hard to keep wonderful water flowing.

Severn Trent is always working hard to keep wonderful water flowing to your home and provide great service on tap. We try to get things right first time, so we're sorry if we haven't quite hit the mark this time. We'll do everything we can to put things right.

We're here to help you and put things right.

There are a lot of ways to get in touch. The quickest and easiest way to get in touch with our teams is through messaging and Social Media, you can message us through Apple Business Chat, WhatsApp, Twitter, and Facebook.

Our friendly customer care teams are here to answer and resolve queries about your bill, water supply and sewerage services. We can find solutions to most problems immediately but if for whatever reason we can't, we will arrange to call you back at a time that works for you.

If you write or email us it might take us up to ten working days to get back to you, if you still haven't heard from us, you might be entitled to a payment under our Guaranteed Standards Scheme (you can find out more in our Guaranteed Standards Scheme code of practice link on our website) [stwater.co.uk/yourrights](https://www.stwater.co.uk/yourrights)

If you have an issue about your water bill:

- Get in touch on our website [stwater.co.uk/contact-us](https://www.stwater.co.uk/contact-us), you can manage your account online, report a leak or chat to us via our online webchat service.
- You can call us on **03457 500 500** (a local rate call) or Textphone **0800 328 1155**.
- You can email us at: customercare@severntrent.co.uk
- Write to us at:
Severn Trent Water Ltd
PO Box 407
Darlington
DL1 9WD

If you have an issue about a sewerage service and water supply.

These are two things that keep our lives flowing as they should – all day, every day. So, our team is here to help you 24 hours a day, 7 days a week for questions about either.

- Get in touch on our website [stwater.co.uk/in-my-area](https://www.stwater.co.uk/in-my-area), you can report a problem or chat to us via our online webchat service.
- You can call us on **0800 783 4444** (free from most landlines and some mobiles) or Textphone **0800 328 1155**.

How do we respond to complaints?

We never like to hear that we've let a customer down and always want you to get in touch to let us know what's happened. There are four steps in our complaints process, and we'll try our hardest to sort your problem when you first make contact. But if you aren't happy with our initial help, there are a few simple steps to follow:

1 Contacting us

The first stage is to contact us, the easiest way is to call us or visit our website and speak to one of our friendly customer care teams. We'll try and fix the issue straight away, however if for any reason we can't, we'll aim to contact you back as soon as we can, or at a time convenient for you.

We aim to resolve any complaints at this stage, but if you're not happy you can escalate your issue and your case will be reviewed by a manager.

2 Reviewing your case

Hopefully, we'll have already resolved your issue. If we haven't, we'll be happy to review your case. Just let us know if you'd like us to do this – our customer care team will carry out a review and get back to you to let you know the outcome. There may be occasions where we need to chat through your case with you face to face. Where possible, we will try to arrange a visit. We're happy to come and meet you anywhere within our region, or we can put a date in the diary for you to visit us.

3 CCW – The voice for water consumers

If we've reviewed your case and you still think we could have done more or if:

- You are not happy with the final resolution, or
- Your issue is over eight weeks old, or
- You just want some free, trusted, independent advice

You can call the Consumer Council for Water (CCW) the independent voice for water consumers in England and Wales by calling:

0300 034 2222 (England)



0300 034 3333 (Wales)

or use its online form

www.ccw.org.uk/contact-us.



This publication is available in alternative formats, including large print and Braille.
For further information:

-  The quickest and easiest way to get in touch with our teams is through messaging and Social Media, you can message us through Apple Business Chat, WhatsApp, Twitter, and Facebook.
-  Call us on **03457 500 500** (for billing related enquiries)
Call us on **0800 783 4444** (for water or wastewater enquiries)

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.

-  Email us at customer-care@severntrent.co.uk

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