



South Staffs Water

About our
Customer Complaints
Procedure

www.south-staffs-water.co.uk

Customer Complaints Procedure

We aim to provide you with the best possible service, but sometimes things can go wrong. We take complaints very seriously, so if you aren't happy with our service we'll do our best to put things right. This leaflet tells you how to complain and how we deal with your complaint.

Further information can be found on our website: www.south-staffs-water.co.uk

Step 1

If you have a complaint about your **bill**, please call our Customer Contact Centre on:

0845 60 70 456

Mini com users: 01922 618025

If you have a complaint about the **water supply**, please call us on:

0800 389 10 11

Mini com users: 01922 618025

If you prefer, you may put your complaint in writing addressed to:

Customer Relations
South Staffs Water
Green Lane
Walsall
WS2 7PD

As you may know, we collect sewerage charges for Severn Trent Water Ltd. We will answer complaints regarding sewerage charges; however, complaints about **sewerage services** are handled direct by Severn Trent Water.

Please contact them at:

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

Telephone: 0800 783 4444

Step 2

If you are not satisfied with our response to your complaint, you can write to our Customer Relations Manager, who will carry out an independent review.

The address to write to is:

Customer Services Team Manager
South Staffs Water
Green Lane
Walsall
WS2 7PD

Step 3

If, having gone through the first two steps, you feel your complaint has not been resolved, you can refer your complaint to the Consumer Council for Water Central, the independent and statutory customer body for the water industry. Their contact details are as follows:

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

Telephone: 0845 702 3953
Mini com users: 0121 345 1044
Fax: 0121 345 1010
Email: central@ccwater.org.uk

In certain circumstances, you may wish to refer your complaint to arbitration. If we cannot agree on the appointment of an arbitrator either Ofwat or the Secretary of State will appoint one. Ofwat is the Government department responsible for making sure that the water industry in England and Wales provides customers with a good quality product and efficient service at a fair price.

Under our **Guaranteed Standards of Service**, if we fail to respond to your written complaint within ten working days from receipt we will automatically issue you with a payment of £30.00.