

## How we handle customer complaints – code of practice



At Source for Business, good customer service is very important to us. However, there may be times when we don't meet the high standards we aim to achieve. If this happens, we'd like you to tell us. This code of practice takes you through the steps you can take.

We take an independent view of complaints, but will use an arbitrator if we feel a complaint or a complainant can benefit from one.

As part of our investigation into any written complaint, we may request a site visit or further information to help us draw our conclusions. We'll endeavour to resolve the complaint to your satisfaction by offering the following solutions as appropriate:

- An apology,
- An explanation,
- Remedial action, and
- Compensation where remedial action is not possible or is insufficient to deal with the complaint

Our complaints procedure follows a four-stage process detailed below.

## Stage 1

If you're not happy with our service and want to complain, you can do so in a number of ways. You can contact our Customer Service Centre by:

- Calling 0800 042 0347. We're open 8am to 6pm, Monday to Friday; and 9am to 2pm on Saturdays (we're closed on bank holidays);
- Emailing [customerservices@sourceforbusiness.co.uk](mailto:customerservices@sourceforbusiness.co.uk);
- Writing to Source for Business, PO Box 9136, Bournemouth, BH11 0GF

Your complaint must be in writing to be registered as a written complaint. We record all complaints and will reply to your written complaint within 10 working days (please note, working days don't include Saturdays, Sundays and bank holidays). We try to deal with non-written complaints and queries at the time you raise them.

### Keeping you informed

Sometimes we can't deal with your complaint within 10 working days because we need to get more detailed information or investigate the matter fully with your wholesaler. We'll tell you if this is the case and give you the name of the person dealing with your complaint.

If you're not happy with our reply to your complaint or the action we've taken, you can move to the next stage.

## Stage 2

Write to us again and our Director or Head of Operations will review our original reply and actions taken, and will write to you within 10 working days of hearing from you. If you're not satisfied, you can proceed to stage 3.

## Stage 3

You can take your complaint to the Consumer Council for Water (CCWater), a statutory organisation that represents water customers' interests. One of their main roles is to investigate complaints made by customers against water companies and water retailers.

### **Consumer Council for Water**

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

There are certain types of dispute which CCWater can't deal with. In these cases, they may ask you to write to the Water Services Regulation Authority (Ofwat) and will give you the details you need. Ofwat, an organisation accountable to Parliament, is responsible for overseeing the conduct and performance of water companies in England and Wales. Ofwat is independent of the water industry and ensures that water companies provide customers with good quality water and an efficient service at a fair price.

## Stage 4

If CCWater are unable to resolve your complaint you have the right to refer your complaint to the Water Redress Scheme (WATRS).

WATRS is an independent adjudication scheme for unresolved or deadlocked complaints made by customers after they've been through the water company's complaint procedure and CCWater.

You can make an application, free of charge, via the WATRS website at [www.watrs.org](http://www.watrs.org) or you can ask for an application form to be sent to you by emailing [info@watrs.org](mailto:info@watrs.org). Guidance notes are available on the website or you can ask for a copy to be sent to you by calling 0207 520 3801. Their address is:

### **WATRS**

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

## Compensation and written complaints

If we don't respond to your complaint letter or email within 10 working days, you're entitled to £20 credit on your bill which is a payment under our Guaranteed Standards Scheme. You won't have to claim this payment as we pay it automatically.

### **General compensation**

For certain complaints, we'll consider whether you're entitled to other compensation for any loss, distress or worry you've experienced.

## Protecting customer information

We're very careful about how we handle customers' personal information. Attempts have been made to obtain information by deception by people who aren't customers or aren't acting on a customer's behalf.

Therefore, if you're complaining on behalf of a customer, we'll seek written consent to confirm whether you can deal with the complaint on their behalf.

## Complaints about wholesale water and sewerage

We are your retailer, so if your complaint is about your water, drainage or sewerage services you can still make your complaint via us and we will refer and act on your complaint to the relevant wholesaler.

# Complaints Process

