

1 Making a Complaint



Our code of practice for complaints

Here at SES Water, we want to give you the service you expect all day, every day.

We try to avoid problems but sometimes they do happen. If you do have a problem, we would like to hear from you.

If you're not happy about our work or service and we know about it, this gives us a chance to put things right for you and make improvements so that other customers may benefit.

The quickest way for us to put things right is to call us and speak to one of our friendly team and let them know what's happened.

We will listen to your problem and try to fix things for you.

This fact sheet sets out our code of practice for complaints. It covers:

- how you can let us know you have a complaint
- how to take things further if you're not happy with our response
- how we manage your complaint
- information on extra support we provide

How you can let us know

By telephone

A member of our Customer Care team will take details of your complaint for you so these can be passed onto the Complaints Team. Please call 01737 772 000. Monday to Friday from 08:00am until 18:00pm.

*Calls may be monitored and recorded in order to improve service quality and employee training.

By email

Head over to our complaints section on our website where you can complete our online complaints form here:

<https://seswater.co.uk/complaints-form>

In writing

Write to us. Send your complaint to:

Complaints
SES Water
London Road
Redhill
Surrey
RH1 1LJ

If your complaint is about sewerage services

If you have a complaint about your sewerage provider, please contact them directly. If you receive a single bill from us then it's likely Thames Water is your provider. If you receive a separate bill from Southern Water, then they will be responsible for your sewerage service. You can contact either company using the details below:

Thames Water
PO Box 436, Swindon,
SN38 1TU.
Phone: 0800 980 8800
Website: <https://www.thameswater.co.uk/>

Southern Water
PO Box 564, Darlington,
BN13 3NX.
Phone: 0330 303 0223
Website: <https://www.southernwater.co.uk/>

Complaint steps

Step 1

One of our Complaint Specialists will aim to respond to you as quickly as possible, but it can sometimes take up to 10 working days from the date we receive your complaint.

Step 2

If you're not happy with our response, a member of our management team can carry out an internal review, to make sure we've done our best for you.

Step 3

If you are not happy with the final resolution, or your issue is over 8 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 or use the online form at www.ccwater.org.uk/contactus

For further information contact the Customer Services team at
SES Water, London Road, Redhill RH1 1LJ

Tel 01737 772000 or complaints@seswater.co.uk

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How we manage your complaint

Customer complaints received are recorded and stored on a computer system. When you raise a complaint, we will assign one of our Complaints Specialist to investigate and respond to your complaint.

Our directors receive a monthly report on the number of complaints received and the speed of our responses. We also check the quality of the work we do and try to improve the services we give to our customers.

Our records are assessed independently by members of the Consumer Council for Water (CCW) on a regular basis. Information is given to Ofwat and CCW on the number of complaints we receive every year and our speed of response. This information is published so that performances between different water companies in England and Wales can be compared.

If we don't respond to your complaint within ten working days, we will make an automatic payment of £30 to you.

Extra support

We are committed to providing services that fit our customers' needs. If you would like help reading or understanding our '**Making a complaint**' procedure, please call us on 01737 772 000. If you are hard of hearing, please contact us through the Typetalk service on 0800 500 888.

This factsheet can be provided in different formats including CD, large print, and braille.

If you call us on behalf of a named account holder, then you will need to prove that you have their authorisation before we will discuss their complaint with you. We offer a 'nominee contact' service which can help with this.

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