

# Smoothing the waters

## How we will respond if you are not happy

**When you need to talk to us about a problem, it's best to call us first**

Call us on **0345 072 6072**, Monday to Friday 8.30am to 5.30pm (excluding bank holidays). If you call us we will do our best to resolve the matter straight away. If we can't do this on the phone, we'll make sure we get enough information from you to investigate further and sort out the matter. This might be because we need to refer your complaint to the water wholesaler responsible for the pipes, sewers and water quality in your area.

### What we need to know so we can help

- Please tell us your business details – business name, address, account number, email address and telephone number
- Please tell us everything you can about what's gone wrong
- The more information you give us, the easier it is for us to fix your complaint first time

### You can write to us

If you prefer, you can email [service@water-plus.co.uk](mailto:service@water-plus.co.uk) or write to Water Plus Correspondence, P.O. Box 12460, Harlow, CM20 9PJ.

If someone is acting on your behalf, we'll accept complaints from them as long as you send us permission for them to do so. You can do this with a 'Letter of Authority' from you to us confirming their name and that you have authorised them to act on your behalf about raising complaints.

### What to do before you contact us

Check who is best to talk to about your problem. For some things you can go straight to your local water wholesaler.

We've listed below examples of the things you can contact us or the water wholesaler about.

#### Contact your water wholesaler about:

- Sewer flooding
- Public health risks e.g. pollution concerns
- Unexpected changes to your water supply or wastewater disposal

#### Contact us about:

- Billing
- High water usage
- Making a payment
- Change of tenancy

- If you're not sure who to contact, it's best to start with us
- If you don't know who your water wholesaler is, visit [water-plus.co.uk](http://water-plus.co.uk)
- If your problem is about your bill, payments or anything to do with your water and/or sewerage services, please contact us directly

### How we will respond to your complaint

One of our experienced advisers will handle your complaint and work with you to find a way to put things right. In responding to you we will:

- Provide an explanation of the issue(s) and the steps we have taken to resolve it.
- Apologise and set out the remedial actions we have taken where we have fallen short.
- Consider whether we can offer you compensation should remedial action not be possible or is insufficient.

# How we deal with problems we can't resolve immediately when you call us, or if you have written to us

## Step 1

One of our experienced advisers will reply within 10 working days to let you know how we're sorting out your complaint. We will always try to call you but if we can't get through we will email or write to you. You'll get their direct phone number too, so you can get in touch if you need to.

## Step 2

If you're not happy with the outcome of step 1, we'll get another experienced adviser, who hasn't been involved in handling your complaint, to do a new review of your case and conduct further investigations, where appropriate, before getting back to you within 10 working days.

## Step 3

If you are still unhappy you can take your complaint to the Scottish Public Services Ombudsman. They look into complaints about most organisations providing public services in Scotland. Their job is to give an independent and impartial decision on complaints and they also have a statutory role in improving complaints handling by organisations under their remit.

The SPSO cannot normally look at complaints:

- Where you have not gone all the way through Water Plus's complaints handling procedure
- More than 12 months after you became aware of the matter you want to complain about, or
- That have been or are being considered in court.

### Write to:

Scottish Public Services  
Ombudsman  
Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS

Tel: 0800 377 7330  
Fax: 0800 377 7331  
Freepost: SPSO  
(you don't need to use a stamp)  
Online contact:  
[spsos.org.uk/contact-us](https://www.spsos.org.uk/contact-us)  
Website: [spsos.org.uk](https://www.spsos.org.uk)



Water Plus  
South Court  
Riverside Park  
Campbell Road  
Stoke-on-Trent  
ST4 4DA

Web: [water-plus.co.uk](https://www.water-plus.co.uk)

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