

# Refreshingly straightforward

Your guide to our complaints procedure

**business stream**

A SCOTTISH WATER COMPANY



# We hope you never need this...

... but if you do need to make a complaint, we want it to be as simple and straightforward for you as possible.

This leaflet explains out how to complain and how we'll deal with your complaint.

## Tell us what you think

Business Stream always strives to do the right thing for our customers, our people, the environment and the communities in which we operate.

If you'd like to tell us how we can deliver a better experience, please get in touch.

Call us on **0345 1 24 24 20**

Visit **[business-stream.co.uk/yorkshire](https://business-stream.co.uk/yorkshire)**



# Making a complaint

**We aim to provide a high standard of service and to treat you with courtesy and fairness at all times. We welcome any feedback you may have, and we try to answer queries and resolve complaints quickly and in full.**

Please contact us as soon as possible if you're not satisfied with our service. We'll investigate your complaint and try to resolve it to your satisfaction. Where your complaint is justified, we'll say sorry and do everything we can to put things right as soon as possible.

## Dealing with your complaint

If you call us, our Yorkshire-based customer service team will try to answer your complaint straight away. If we can't, we'll arrange for a dedicated complaint handler to call you back.

If you write to us, by letter or email, we'll look into the problem and reply within 10 working days. If we fail to do this, we'll give you an automatic payment of £20 under our Business Customer Charter. If you'd like a copy of our Business Customer Charter, please call us or visit our website.

If we're taking action against you to recover unpaid charges, we'll withhold action whilst we investigate your complaint if it relates to your bill.

# Our complaint procedure



## Step 1

### Customer care team

If you would like to make a complaint or are not satisfied with the level of service you're receiving, we'll hand your call to our customer resolution manager, or your letter or email to a specialist advisor in our customer care team.

They'll call you back to discuss the issue and make a plan to resolve it. We'll then confirm the outcome we've agreed with you by telephone or in writing, within 10 working days.



## Step 2

### Formal review of your complaint

If you're not satisfied with the outcome of your complaint, or the way we've handled it, you can request for our Head of Customer Service to carry out a formal review.

Please contact us, explaining why you remain dissatisfied and what action you would like us to take. We'll let you know the outcome of our review within seven working days. If we fail to do this, we'll give you an automatic payment under our Business Customer Charter.



## Step 3

### Independent review by CCWater

If at this stage of the process you are still unhappy, the Consumer Council for Water (CCWater) offer free, independent advice.

Call **0300 034 2222**

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

Email **[enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk)**

# FAQs

### Who will deal with my complaint?

We have a Yorkshire-based customer service line, which in most cases will be able to deal with your complaint straight away. If this is not possible, we also have a specialist team who will investigate your complaint and respond within ten working days.

If we need to arrange a visit to help us to investigate and resolve your complaint, we or one of our Service Partners will make an appointment to come to your premises. We keep a record of all complaints to help us improve our service in the future.

### What if my complaint is about a Service Partner?

Even if one of our Service Partners was responsible for the cause of your complaint, please contact us, so that we can investigate and resolve it.

### Can someone contact you on our behalf?

We'll respond to complaints raised by your representative once we've established you've given permission for them to act on your behalf.

### How will you put things right?

We'll investigate your complaint and try to resolve it fully. We'll say sorry if we've made a mistake or if we've inconvenienced you, and we'll do everything we can to put things right as soon as possible.

## If we fail to meet our standards

If we fail to meet any of our standards, we'll pay you compensation in line with our Business Customer Charter. We'll consider claims for compensation in respect of any loss we cause.

Similarly, if we've caused you particular hardship or inconvenience you can claim for compensation and we'll take into account your circumstances when settling your claim.

# Get in touch

If you'd like to raise a complaint, or if you need to contact us for anything else, please get in touch. You can call, write or visit our website. Our contact centre is open 8am-6pm Monday to Friday.

- › **Business Stream, PO Box 1255, Bradford, BD1 9AE**
- › **0345 1 24 24 20**
- › **[business-stream.co.uk/yorkshire](https://business-stream.co.uk/yorkshire)**

Our Business Customer Charter is our commitment to you. You can find it at **[business-stream.co.uk/yorkshire](https://business-stream.co.uk/yorkshire)**



## Emergency

If you have an emergency, such as no water or sewer flooding, call your regional water wholesaler. If this is Yorkshire Water, you can call them directly on **0333 414 9040**