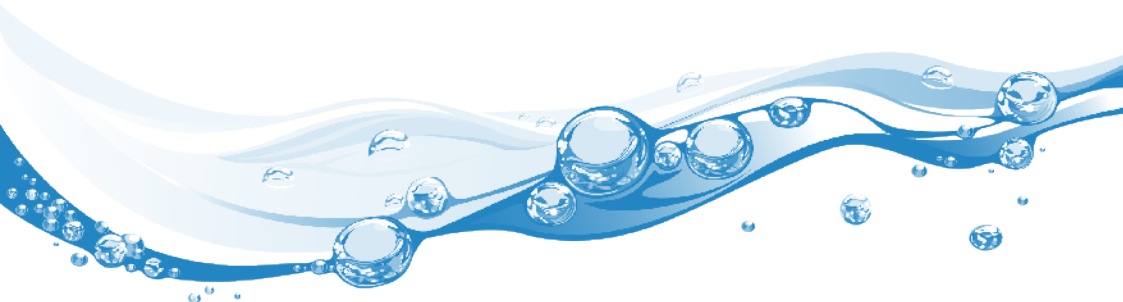




a guide to our

Complaints Procedure



Vision:

Delivering excellence for our customers, our people and our environment

If you wish to make a complaint we recommend you call us on **023 9249 9888** (Monday to Friday, 8.00am to 4.30pm). Written complaints should be sent to the address below, or by e-mail to **head.office@portsmouthwater.co.uk**

Portsmouth Water Ltd
PO Box 8
West Street
Havant
Hampshire PO9 1LG

Telephone complaints will be handled immediately wherever possible by an appropriate member of staff, depending on the nature of the complaint.

Complaints by e-mail will be acknowledged on the day of receipt and thereafter treated as a written complaint.

If you have special needs we will try to accommodate any special requirements that you have in resolving your complaint. This may include personal visits or liaison with your third party representatives, where authorised by you.

Our response to your written complaint

Portsmouth Water have given an undertaking to customers under the Government's Good Service Guarantee Scheme to reply in full to a letter of complaint concerning the provision of water services within 10 working days of receipt by the Company, except in exceptional circumstances beyond our control such as industrial action, etc.

In responding to a complaint the Company will use its best endeavours to:

- a) provide a satisfactory explanation and advise the customer who to contact within the Company if they are dissatisfied with the response;

and where appropriate

- b) apologise and resolve the problem that caused the complaint;

and

- c) consider, without the customer having to claim, whether other redress such as a rebate or compensation should be provided having regard to any loss, inconvenience or distress and worry experienced by the customer.

If appropriate a hold is placed on the account whilst a complaint is being processed. This ensures that no further reminders, etc. are issued pending our response to the complaint.

Complaints received from third parties

You may ask someone else to complain on your behalf. We will always respond to complaints received in this way but will send the response to you rather than them, unless we have your written authority to deal directly with someone else.

Compensation if the guaranteed standard on complaints is not met

If the Company fails to meet the standards contained in the Good Service Guarantee (detailed above) you will be entitled to a payment of £30 in the form of a credit against your bill or in certain circumstances by cash payment.

This payment is made automatically by the Company within 10 working days of the Company's failure to meet the standard.

If the Company fails to make the automatic £30 payment within 10 days of its becoming due then you can write to claim a further £10 payment.

If you feel you may be entitled to a payment and do not automatically receive it you should write to the Company within 3 months of the relevant incident.

Guaranteed standards not only relate to complaint answering but also other key services, such as minimum pressure standard, interruptions to supply and responding to billing queries. Full details

of these standards can be found within our Customer Code of Practice available from Head Office or via our website at www.portsmouthwater.co.uk.

What to do if you are dissatisfied with a response to your complaint

If you are dissatisfied with the outcome of your written complaint you are welcome to an independent review by one of our Executive Team.

If you would like such a review you should write to the Managing Director at our Head Office explaining why you remain dissatisfied. One of our Executive Team will respond to your letter within 10 working days.

In the unlikely event that you have followed the above procedures and are still dissatisfied with the responses you may take the matter to the Consumer Council for Water London and South East.

This independent body promotes the interests of water consumers and investigates complaints about the water and sewerage companies.

Your letter should be addressed to:

**Consumer Council for Water
London and South East
1st Floor
Victoria Square House
Victoria Square
Birmingham
B2 4AJ
Tel: 020 7931 8502
Lo-call: 0845 758 1658
E-mail: londonandsoutheast@ccwater.org.uk**

and should be accompanied by copies of all correspondence on the complaint. Calls to this number will be charged at the local rate.

If your complaint remains unresolved after it has gone through all the stages of our complaints procedure and has been reviewed by CCWater, you may be eligible to take your concerns to WATRS, the Water

Industry Redress Scheme who can provide an independent binding decision. Details on how and when to apply can be found at www.watrs.org or by calling 0207 520 3801. Further details can also be found on our website www.portsmouthwater.co.uk

How to contact us

You can write to us, the address is:

**Portsmouth Water Ltd
PO Box 8
HAVANT
Hampshire
PO9 1LG**

E-mail

head.office@portsmouthwater.co.uk

Telephone

023 9249 9888

Our Offices are open:

Monday - Friday 8.00am - 4.30pm.

Emergency telephone line

If your complaint relates to an ongoing emergency situation, such as a loss of water supply or concerns about water quality please phone our Operations Centre, which is manned 24 hours a day, 365 days a year on 023 9247 7999.

Further details about Portsmouth Water can be found at:

www.portsmouthwater.co.uk

Complaints about sewerage services

Portsmouth Water provides the water supply to your property. We do not provide any sewerage services. The majority of our customers that are connected to mains sewerage are provided with services from Southern Water Ltd. Southern Water can be contacted by telephoning 0845 272 0845 or via their website at www.southernwater.co.uk.

Complaints process - Summary

