

Policy for dealing with customers at times of vulnerability

Introduction

We are committed to identifying and assisting customers at times of vulnerability.

Purpose

The purpose of this policy is to ensure that the company identify and deal with vulnerability appropriately.

Vulnerable Customers

Vulnerable customers are customers whose ability or circumstances require us to take extra care in the way that we provide our services. Vulnerability may be either temporary or long term.

The Financial Conduct Authority's definition is

A vulnerable consumer is someone who, due to their personal circumstances, is especially susceptible to detriment, particularly when a firm is not acting with appropriate levels of care.

Our commitment

1. Customers will be treated with respect at all times.
2. Customers will be treated according to their current circumstances.
3. We will always do our best to help the customer.
4. We will be adaptable to assist the customer.
5. We will comply with laws and regulations.
6. Where allowed, we will exchange information with sewerage service providers to benefit customers.
7. We will comply with Data Protection Legislation whilst understanding the need for flexibility in certain circumstances.
8. We will signpost customers of other services and companies that may also be able to help them.
9. We will train all of our staff to identify vulnerability and strive to meet the individual needs of the customer.

Our vision

Delivering excellence for our customers, our people and our environment.

