

PUBLISHED  
11 APRIL 2022

# A guide to our Complaints Procedure

Delivering excellence for our customers, our people, the environment and the communities that we serve.



# Introduction

If you wish to make a complaint, please call on 023 9249 9888 (Monday to Friday, 8am to 5pm). This is the quickest way for you to discuss your complaint with us and for us to listen and hopefully resolve your complaint first time during the call.

Please be advised that Complaints can be made via most contact methods convenient to you such as telephone, live chat, twitter or in writing.

If you would prefer to send a written complaint this should be sent by email to [head.office@portsmouthwater.co.uk](mailto:head.office@portsmouthwater.co.uk), or to the address below:

**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. If this is not immediately possible, a call back will be made by the end of the next working day, depending on the nature of your complaint.

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



# Contents

<b>Our response to your complaint</b>	<b>4</b>
<b>Compensation if your complaint is not responded to in 10 working days</b>	<b>5</b>
<b>What to do if you are dissatisfied with a response to your complaint</b>	<b>6</b>
<b>How to contact us</b>	<b>7</b>
<b>Complaints about sewerage services</b>	<b>7</b>
<b>Summary of our complaints process</b>	<b>8</b>

## Our response to your complaint

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.

Portsmouth Water have given a commitment to customers to reply in full to a complaint within 5 working days of receiving the complaint.



## Compensation if your complaint is not responded to in 10 working days

If the Company fails to meet the requirement to respond to your complaint in 10 working days, as outlined in the Good Service Guarantee you will be entitled to a payment of £30 in the form of a credit against your bill or in certain circumstances by a direct payment into your bank account.

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 contact 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](http://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 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 Chief Executive Officer at our Head Office explaining why you remain dissatisfied. One of our Executive Team will respond to your letter within 5 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.

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**  
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](mailto: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 CCW, 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](http://www.watrs.org) or by calling 0207 520 3801.

Further details can also be found on our website [www.portsmouthwater.co.uk](http://www.portsmouthwater.co.uk).

## How to contact us



Telephone

**023 9249 9888**



E-mail

**head.office@portsmouthwater.co.uk**



**Portsmouth Water Ltd**

**PO Box 8**

**Havant**

**Hampshire**

**PO9 1LG**



Got a question? Ask us via Twitter.

**@portsmouthwater**

Our Offices are open 8am to 5pm, Monday to Friday.

### **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 call us on 023 9247 7999.

Further details about Portsmouth Water can be found at:  
[www.portsmouthwater.co.uk](http://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](http://www.southernwater.co.uk).

# Summary of our complaints process

