

Regent Water complaints procedure

What is a complaint? Regent Water defines a complaint as being any contact from/or behalf of a customer who is not satisfied with any part of our service. Our complaints procedure is designed to ensure that any complaints are handled fairly, confidentially, and in an efficient manner.

How to complain

We would request that you put all details of your complaint in writing, providing as much detail as possible. Once received, we will open an investigation into the problem and attempt to update you within 7 days with either a resolution or an update of our progress to date.

You can send your complaint via email to info@regentwater.co.uk with "Complaint" in the subject line or by letter to:

Customer Services

Regent Water Ltd

Regent House

Kendal Avenue

London

W3 0XA

If you feel that your grievance has not been resolved to the standard you expect from your initial written complaint, you can request for your complaint to be escalated to Director level for further investigation. We will aim to provide you with a resolution within 14 days of escalation to this level.

For customers in Scotland

If your complaint relates to a problem with the delivery of your water or sewerage services, we will take this up with Scottish Water and seek compensation on your behalf.

In the unlikely event that your complaint remains unresolved, you can complain to the Scottish Public Services Ombudsman (SPSO) who are the final stage in the complaints handling process. SPSO will consider the complaint independently, confidentially and for free.

SPSO will normally only consider a complaint that has followed Regent Water's complaint's process without a satisfactory resolution.

SPSO will not usually be able to look at complaints raised more than 12 months after you became aware of the issue or if the issue is being dealt with by the courts.

SPSO can be contacted on 0800 377 7330. Their website is <http://www.spsso.org.uk/>

SPSO
4 Melville Street
Edinburgh
EH3 7NS

Freepost SPSO (you don't need to use a stamp)

For customers in England

If your complaint relates to a problem with the delivery of your water or sewerage services, we will take this up with the Wholesaler and seek compensation on your behalf.

In the unlikely event that your complaint remains unresolved, you can complain to the Consumer Council for Water (CC Water) who offer free independent advice.

CC Water can be contacted on 0300 034 2222. Their website is <http://www.ccwater.org.cuk/>

If your complaint still remains unresolved, you can complain to the Water Redress Scheme (WATRS) who are the final stage in the complaints handling process.

WATRS can be contacted on 020 7520 3801. Their website is <https://www.watrs.org/>

Principles set out in the ADR Scheme can be found here:

<http://www.resolvingwaterdisputes.org.uk/wp-content/uploads/2015/03/Alternative-Dispute-Resolution-Tender-Version-Jul14.pdf>