

How we handle customer complaints – Code of Practice

At Source for Business, we're committed to exceptional service, but we know there might be instances when we may not always meet our high standards. If you're ever dissatisfied, we want to hear from you. This Code of Practice guides you through the process.

We take complaints seriously. Our investigation may require a site visit or a request for more information from yourself to help us gain a better understanding of the issue.

Our goal is to resolve your complaint to your satisfaction. To achieve this, we offer the following tailored solutions:

- **An apology:** we acknowledge the importance of taking responsibility for any shortcomings and express our sincere apologies for any inconvenience caused.
- **An explanation:** we believe in transparency. We will provide a clear and detailed explanation of the factors that contributed to the issue at hand.
- **Remedial action:** we take swift action to rectify the issue to the best of our ability. Our dedicated team will implement necessary measures to prevent a recurrence.
- **Compensation:** if remedial action alone is insufficient or not possible, we are committed to finding a fair resolution. We will consider appropriate compensation options to address any inconvenience or dissatisfaction caused.

Our complaints process is detailed below:

STAGE 1

To make a complaint:

- Call our team on 0800 042 0347. Our opening hours are Monday – Friday 9am to 5pm. Closed Bank Holidays.
- Email customerservices@source4b.co.uk
- Write to Source for Business, PO Box 9136, Bournemouth, Dorset, BH11 0GF.

We aim to address telephone complaints and queries when you bring them to our attention. Any written or email complaints will be recorded and responded to within 10 working days.

Keeping you informed

We might need more time, beyond 10 working days, to gather information or collaborate with your wholesaler for a comprehensive investigation. In such cases, we'll inform you and provide the name of the person handling your complaint. If you're dissatisfied with our response or actions, you can move to the next stage.

STAGE 2

If you remain dissatisfied, please do contact us again. Our Senior Complaint Handler and the Complaints Team Leader will review our initial response and any actions taken. You can expect a response within 10 working days from the date that they receive your follow-up. If you're still not satisfied, you can move to the next stage.

STAGE 3

In England, if you're not satisfied with our resolution or your complaint is over eight weeks old, the Consumer Council for Water (CCW) offers free independent advice. For more information, visit www.ccwater.org.uk, or contact them on 0300 034 2222 or via their online form www.ccwater.org.uk/contact-us.

If your concern falls outside their scope, they may direct you to the Water Services Regulation Authority (Ofwat), an independent organization overseeing water companies' conduct in England and Wales.

In Scotland, you can turn to the Scottish Public Ombudsman (SPSO) at www.spsso.org.uk if you're not satisfied with how we handle your complaint.

Compensation and written complaints

If we don't respond to your written complaint within 10 working days, you'll receive a £20 credit under our Guaranteed Standards Scheme (GSS). This will be automatically added to your bill.

Protecting customer information

Your privacy is important. If you're making a complaint on behalf of someone else, we'll request written consent.

Wholesale water and sewerage complaints

Source for Business is a retailer. If your complaint relates to water, drainage, or sewerage services, you can still complain to use, and we'll forward it to the relevant wholesaler.

For more information:



0800 042 0347



customerservices@source4b.co.uk

www.source4b.co.uk