

Our Customer Promise

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At Source for Business we're committed to providing a great service recognising that your business is our priority.

Our priority is to:

- Be transparent and honest - putting you at the heart of our business
- Communicate effectively in plain and clear language
- Provide a customer service that is accessible and effective
- Provide appropriate and timely information to enable you to make informed choices
- Recognise that your time is precious by dealing with your queries and issues in an appropriate and timely manner
- Understand the needs of your business and tailor our services to suit your needs.

Do you have a query?

Calling us is the easiest and quickest way for us to help you. You can phone us on:

0800 042 0347 Monday to Friday 9am - 5pm. Closed on Bank Holidays.

Outside of these hours you'll hear a recorded message informing you of the opening hours of the contact centre. In cases of emergency, you'll be advised to hold while the call is transferred to an emergency line, open 24 hours a day.

Did we get it right?

We love to hear from you if we've got it right. Our teams love knowing we have succeeded in helping you - it makes their day.

and if we didn't?

We absolutely want to hear from you so we can put things right and improve our service.

Do you want to make a complaint?

We're sorry if you do, we don't like it when things go wrong and encourage you to tell us. It's how we respond to you that matters, we would like the chance to restore your trust by allowing us to resolve your concerns for you.

Step 1

If you're unhappy with any aspect of our service, please call us and give us the opportunity to put things right. We will listen to your concerns and try to resolve the issue on the call with you. If you prefer to email or write to us, we will acknowledge that we've received your complaint within eight working days.

In some instances our customer service team may need to speak to other teams to understand what went wrong and if this is the case we will come back to you with a resolution within 10 working days from the date we received your complaint.

If you prefer to email or write to us, you can reach us at customerservices@source4b.co.uk or at Source for Business, PO Box 9136, Bournemouth, Dorset, BH11 0GF.

Again, we will respond to a written complaint within 10 working days from the date we received your complaint. If for any reason we need longer than 10 working days to resolve your complaint, we'll contact you to let you know why and when you can expect a response.

Step 2

In most cases, we're confident that we will be able to resolve your complaint when you first make contact. However, if we've been unable to resolve your concerns to your satisfaction, our complaints team will investigate your complaint further and look to resolve it promptly, ensuring that we tell you what went wrong and why.

We'll always try to phone you to discuss your complaint so we can check our understanding of the issues and to help us deal with the matter to your satisfaction.

Again, we aim to respond in writing in 10 working days from the date we received your complaint and if we need longer, we will let you know.

If we can't put things right, or we believe that simply putting things right isn't enough to resolve your complaint, we'll explain our decision and, where appropriate, make a payment to you. Any payment due will be made within 20 business days of our decision.

Step 3

In the event that we still have not resolved your complaint to your satisfaction, you can contact the Consumer Council for Water (CCW) for free independent advice.

CCW represents the interests of water and sewerage customers and has legal duties for dealing with customer complaints. They will look at the facts relating to your complaint and liaise with us on your behalf.

For customers in Scotland

If you remain unhappy after step 1 and step 2, you can refer your complaint to the Scottish Public Service Ombudsman (SPSO). The SPSO is the final stage for complaints and will not normally look at complaints unless you have gone through our complaint handling procedure, it's more than 12 months after you became aware of the matter you want to complain about, or that have been or are being considered in court.

Write to: Freepost SPSO

Call: 0800 377 7330

Visit: spso.org.uk/contact-us

Guaranteed Standards Scheme (GSS)

Maintaining service standards and making compensation payments are legal requirements under the GSS Regulations. These are enforced by Ofwat. The full list of standards and penalties is detailed below.

We'll compensate you if we fail to meet any of the service standards set by Ofwat. If your Wholesaler is liable to make a compensation payment, we'll work with them to ensure it's paid and passed on to you.

GSS Regulation	GSS Payment	Late Payment
Making appointments - provide morning or afternoon appointments, or a two hour time period if requested	£40	£10
Keeping appointments - attend appointments with the customer within the agreed appointment time	£50	£10
Account queries and requests about changes to payment arrangements - provide a substantive response to written queries and complaints within 10 working days	£40	£10
Written complaints - provide a substantive response to a written complaint within 10 working days	£40	£10
Wholesaler related GSS		
Notice of interruption to supply - provide 48 hours notice of interruptions of more than four hours to the water supply	£100	£50
Supply not restored - water supply to be restored within the period notified or within 48 hours if not due to an emergency	£100	£50
Supply not restored - each additional 24 hours, additional payment for each 24 hours then supply is not restored	£100	£50
Low pressure - water pressure to be maintained at a minimum pressure of 7 metre static head. Failure of this standard occurs when pressure falls below the minimum standard on two occasions for one hour or more in a 28 day period	£50	
Flooding from sewers - internal flooding	Payment equal to annual sewerage charges (minimum payment of £300. Maximum of £2000)	£50
Payment from sewers - external flooding	Payment equal to 50% of annual sewerage charges (minimum payment of £150. Maximum of £1000)	£50