

We're here to help

Our complaints procedure



For more information visit
[southernwater.co.uk](https://www.southernwater.co.uk)



We always aim to provide you with excellent customer service. However, sometimes we make mistakes.

If we do, it's important that we fix any problems as quickly as possible. Please call us so we can get started.



For complaints about your bill, or your water or wastewater services, please call:

0330 303 0223

Monday to Friday, 9am to 5pm

We want to resolve your complaint immediately. If you're unhappy with our response, ask to speak to a customer services manager.

Calls other than freephone 0800 numbers are charged at the local rate

If you've written to us and aren't satisfied with our response, you can talk to a manager who will review your case with you. To arrange this, please call:

0330 303 0118

Monday to Friday, 9am to 5pm

We respond to written complaints – received by post and email – within 10 working days of the date they're received and always aim to do so more quickly. Our email address is customerservices@southernwater.co.uk

If we don't respond within 10 days, you're automatically entitled to a payment under our Guaranteed Standards Scheme. For more information visit southernwater.co.uk/gss

If we've failed to comply with our duties under the Water Industry Act 1991 and you have been caused loss or damage, your dispute may be referred to our regulator Ofwat or to legal arbitration.

You can find details of this in our Code of Practice for Domestic Customers. Visit southernwater.co.uk/cop.

Complaints about the way we've handled a request made under the Environmental Information Regulations 2004, should be sent to the Chief Customer Officer at Southern Water.

If you're dissatisfied with the response, you can contact the **Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF** or email mail@ico.gsi.gov.uk.



If you've followed our complaints process* but are still unhappy, the **Consumer Council for Water (CCWater)** offers free independent advice. Visit ccwater.org.uk, call on **0300 034 2222** or write at **Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ**

If your complaint remains unresolved after CCWater's investigation, it will tell you how to apply to the **Water Redress Scheme (WATRS)** for a final independent adjudication. Find out more from watsr.org or **WATRS, International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU**.

* Please make sure you've followed our complaints process first, otherwise CCWater will pass the complaint back to us.

Talk to us

**Emergency helpline
(24 hours)**

0330 303 0368

Billing helpline

0330 303 0277

Report a leak – freephone

0800 820 999

or

0330 303 0146

Debt advice – freephone

0800 027 0363

**To let us know you've
moved, pay your bill
or request a direct debit
or payment card**

0330 303 1263

Minicom users

0330 303 1265

Fax

020 3047 9146

Calls other than freephone 0800 numbers
are charged at the local rate.

We can contact you by phone, email or letter and also in large print and Braille – just let us know what you prefer.

For more information visit
southernwater.co.uk

