

Complaints Procedure for the CON29DW Residential Search and the Commercial Drainage and Water Search

When we get it wrong

You deserve the highest standard of service from us, but sometimes we make mistakes. If we do, please let us know and we will investigate and review your concerns.

Whilst we always try to resolve all complaints straightaway, if this is not possible and you are not happy with the course of action taken by us, you can ask us to escalate the issue internally or take your complaint to an independent third party.

How you contact us

Firstly please call us and we will try to sort out your problem straight away.

You can call us between 9am and 5pm, Monday to Friday on **0845 270 0212** (*calls cost 2p per minute plus your phone company's access charge*) or **0330 303 0276** (*calls charged at local rate*) for individual consumers;

Email us at searches@southernwater.co.uk; or

Write to us at Southern Water LandSearch, Southern House, Capstone Road, Chatham, Kent, ME5 7QA.

What you can expect

You will receive a full, fair and courteous response from someone who can effectively deal with your problem.

If we can remedy the problem straight away we will do it but if we cannot immediately resolve your problem we will keep you informed of actions being taken.

The process

We will try to resolve any telephone contact or complaint at the time of the call, however, if that isn't possible, we will take the details of your complaint and we will investigate and get back to you within 10 working days.

We will respond to written complaints within 10 working days of the date received, but we will always aim to respond more quickly. Depending on the scale of investigation required, we will keep you informed of the progress and update you with new timescales if necessary.

If you are still not satisfied with our response or action we will refer the matter to a Senior Manager for resolution. At your request we will liaise with a third party representative acting on your behalf.

Our commitment to you

If we do not respond to your complaint within 10 working days of receipt of your contact, we will compensate you in line with Southern Water's Customer services — Guaranteed standards of service for business customers.

If we find your complaint to be justified, or we have made any errors that substantially change the outcome in your search result, we will refund the search fee. We will also provide you with a revised search and undertake the necessary action to put things right as soon as practically possible. You will be kept informed of the progress of any action required.

If you remain dissatisfied

While we aim to resolve your complaint first time, in the event that we are unable to resolve the issue to your satisfaction, ultimately you can contact a third party. Please make sure that you have followed the process above first, if not, your complaint will be passed back to us.