



Complaints procedure

1. Understand that a person is making a complaint. Whether in person or over the phone demonstrate active listening by repeating key points back to customer to make sure that all relevant information is correct. If by mail be sure to understand what the exact complaint is. Also be sure to check all contact information is correct and up to date.
 2. Create a complaint in Navision. Enter as much information relating to the complaint as possible. Ensure that if another staff member picks up the complaint they will have full understanding of the issue from the information you supply. Enter the information clearly and concisely. Provide all appropriate contact information.
 3. Acknowledge the complaint formally to the customer within 2 working days. Using the same contact method as customer. Provide a time frame for investigation for resolution or a more detailed response. Update complaint on date letter was sent.
 4. Begin to investigate the complaint. Contact the relevant people or department involved. Discuss the complaint to determine a resolution process. If you are not satisfied with the response discuss with Executive Manager Community Care. Ensure you understand the situation fully; ask questions if you are unsure at any point. Update complaint register to detail discussions and outcome.
 5. If appropriate contact customer in person with a response. Explain the outcome and the investigation process. If Southern Water is at fault Apologise to the customer following the guidelines supplied. If the relevant department has contact the customer already, still follow up with customer ensure they are satisfied with the response or action. Close the complaint off detailing outcome.
- If a response can not be provided within the nominated time frame, contact the customer with an update on the situation and supply a revised time frame. Remember the customer is our priority this means they must always be fully informed on how the investigation on progress in dealing with their complaint.