

COMPLAINTS PROCEDURE

Pure Utilities

If we've done something wrong, we want to know about it as soon as possible, to put it right. We are committed to providing first class customer service, which includes resolving complaints effectively, correctly and fairly. Regrettably, every organisation makes mistakes from time to time - we want to learn from any we make.

If you decide to raise a complaint, please contact us in the first instance. We'll follow this procedure.

Stage 1

Please do one of the following:

- Email complaints@pureutilities.co.uk
- Write to [Complaints, Pure Utilities, Portway House, 1 The Pavilions, Preston, PR2 2YB](#) (recorded delivery recommended)
- Call [0330 113 3050](tel:0330 113 3050) between 8:30am-5:30pm and speak to a member of our Customer Service Team.

Our knowledgeable staff can resolve many issues quickly and professionally. Please detail your complaint(s) in as much relevant detail as possible to ensure we can address the matter effectively. If you would like us to communicate with you by a certain method, please let us know at this stage.

If we can't resolve your complaint straight away, as a next step we'll formally acknowledge it and provide a Complaint Reference by the end of the following Business Day. We promise to investigate your complaint as soon as possible and will contact you again within 10 Business Days of the date you originally raising the complaint to us. We will communicate either an Available Remedy (see below), or a substantive update on how we're working to fix the issue(s) and an estimated resolution time – for example, we'll occasionally need to liaise with external organisations such as Scottish Water to resolve the matter.

Stage 2

Should you be unsatisfied with our Stage 1 resolution, an appeal can be raised. We recommend appeals at this stage are made in writing, to ensure we understand the full context of your complaint(s). Our expert Complaint Handlers will acknowledge your appeal and conduct an internal review, which may involve a fresh investigation.

We aim to reach an amicable resolution and will communicate our position in the form of our Final Response within 10 Business Days from receiving your appeal. When an external organisation's involvement is required, further work is often necessary to resolve your complaint. The Complaint Handler may need to apply an extension, however they will provide you with revised, estimated timescales. We'll communicate any relevant updates, and our aim remains to issue our Final Response as swiftly as possible.

Stage 3

If you remain dissatisfied with our Final Response, you can ask the Scottish Public Services Ombudsman (SPSO) to review the complaint. The SPSO is the final stage for complaints about the Scottish competitive water market. You can contact the SPSO:

- In Person: [SPSO, Bridgeside House, 99 McDonald Road, EDINBURGH, EH7 4NS](#)
- By Post: [FREEPOST SPSO](#) (a stamp is not required)
- Freephone: [0800 377 7330](tel:0800 377 7330)
- Online: www.spsso.org.uk/contact-us.

Please note the SPSO will not normally review complaints which you have known about for more than 12 months, or which have been or are being considered in court.

Available Remedies

Our complaint response will provide one (or more) of the following remedies:

- An apology
- An explanation
- An appropriate remedial action to resolve the issue
- Confirmation of an amount payable to within 20 Business Days of the decision where remedial action is not possible or we deem is insufficient to deal with the complaint.