

Date of Audit	01/11/2013
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Summary of Audit

Overall Summary

This purpose of this audit was to seek demonstration of a clear linkage between complaints, determination of causes, commitment to resolving issues, providing appropriate information and confirmation that remedial actions were taken. It therefore also examines the actions surrounding the initial consumer contact to establish appropriateness of responses and to understand the basis for escalation to formal complaint. This audit selected seven cases from a number of formal water quality complaints escalated or received within Scottish Water's complaints process in 2013. They were selected by quality type to give a representation of the consumer contact issues and a geographical coverage across Scotland.

These cases show an improvement in the processes employed by Scottish Water to respond to formal consumer complaints. They demonstrate a more retained focus through the organisation to achieving resolution than shown in the 2012 audit. DWQR considers there to be an opportunity for Scottish Water to provide clearer information on the possible causes of taste complaints and the measures that can be taken by consumers to resolve issues within their own property.

Number of Recommendations: 3

Score (out of 6)

Category	Score	Quality
Quality of Response to Original Contact	4	Good
Four of the cases selected had no record of prior contact with Scottish Water reporting a concern and the case review therefore commenced with the formal complaint as a starting point. For the others selected, Scottish Water is able to demonstrate that there is a good standard of record taken of the consumer's issue and retention of contact history. Whilst actions are taken in response to the contact, DWQR has a concern that full weight is not always given to the descriptions of taste complaints provided by complainants leading to assumptions of what the most appropriate course of action may be.		
Quality of Complaint Investigation	5	Very good
The cases show Scottish Water to be adhering to the process and timescales set out in its procedure. Investigations were initiated with appropriate functions and teams to determine background and to identify solutions and timescales. In some cases, however the opportunity to fully investigate possible causes of issues arising from within the property, e.g. kettles, appliances and internal plumbing, are not demonstrated.		
Quality of Remedial Measures	4	Good
Generally the measures identified to resolve the cases were appropriate and effective. In two however, there is a clear indication that the opportunity to take samples significantly earlier in the investigation, or at all, or to investigate internal causes for the complaint were not pursued.		
Quality of Information to Consumer	5	Very good
A high level of attention has been given to ensuring appropriate information is supplied to complainants and that opportunities have been taken to further explain relevant issues and options. Clear information provided on key contact points within SW.		
Follow Up Action of Responsible Functions/Teams	5	Very good
Good evidence of commitment to actions being carried out by the responsible functions.		
Consumer Experience	5	Very good
Generally a very good level of attention to the consumer with staff showing understanding and empathy in most cases. Examples of excellent level of ownership of issues throughout the participating functions ensuring resolution is made.		