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| Date of Audit | 03 March 2017 |
| DWQR Staff Present | Bill Byers; Alison Seton |
| Scottish Water Staff Present | David Hill; Brian Hunter |

Summary of Audit

Overall Summary

The 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 five cases from a number of formal water quality complaints escalated or received within Scottish Water's complaints process in 2016. They were selected by quality type to give a representation of the consumer contact issues and a geographical coverage across Scotland.

These cases show Scottish Water to have responded well to formal consumer complaints. They demonstrate a clear ownership of complaints and the desire to resolve consumer issues although there are some learning points identified to improve consistency of compliance with processes.

Number of Recommendations: 5

Quality of Response to Original Contact

Scottish Water was able to demonstrate a good response to the original reports of consumer concerns although in two, there was no clear record of the initiating telephone contact. 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. It is clear that appropriate responses were made in all cases examined although in one case, there was an overlong period for samples to be taken for a taste complaint.

Quality of Complaint Investigation

The cases show Scottish Water to be largely 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 one case there was an unnecessary delay in passing the complaint details to the Service Review Team causing a 2 week delay to the initiation of investigation.

Quality of Remedial Measures

Generally the measures identified to resolve the cases were appropriate and effective. In one case, there was a significant time taken to ultimately reach a solution to the water quality issue. Whilst this caused frustration, the nature of the problem within the network distribution system merited exploration of the efficacy of different solutions, in escalation, to achieve a lasting resolution.

Quality of Information to Consumer

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

Good evidence of commitment to actions being carried out by the responsible functions.

Consumer Experience

Generally a very good level of attention to the consumer with staff showing understanding and empathy in most cases. Two cases demonstrated excellent customer experience. In one case however, a second issue of concern was not addressed in the final correspondence to the consumer and in another, quicker attention to the investigation would have afforded a quicker response.