

## COMPLAINTS STATISTICS for the Water Industry Commission for Scotland

### 2020-21 Quarter 1

In line with our Complaints Handling Procedure, we regularly report and publish complaints statistics. This information is reported to senior management and is published to our website on a quarterly basis.

To date, in quarter 1 of 2020-21, we have received **2** complaints against our organisation. This is illustrated in the table below.

YEAR	COMPLAINT PERIOD	NO. OF COMPLAINTS RECEIVED	NO. OF COMPLAINTS RESOLVED AT STAGE 1	NO. OF COMPLAINTS RESOLVED AT STAGE 2	MAIN CAUSE OF COMPLAINT(S)	ACTIONS WE'VE TAKEN
2019-20	Q3 Oct - Dec	0	N/A	N/A	N/A	N/A
2019-20	Q4 Jan - Mar	0	N/A	N/A	N/A	N/A
2020-21	Q1 Apr - Jun	2	2	0	<p>Dissatisfaction relating to our information provision on default charges. And, our regulation of, and action against, retailers not adhering to default charge requirements.</p> <p>Dissatisfaction with new measures introduced to assist business customers during the Covid-19 pandemic. In particular, the deferral scheme.</p>	<p>Provided background information to customer in relation to the recent changes to charging, based on rateable value.</p> <p>Written to retailers to remind them of their responsibility to explain, in a clear manner, any changes to customers bills;</p> <p>Developed a succinct information leaflet that explains default tariffs and published this on our corporate website and Scotland on tap website;</p> <p>Provided clear and detailed information to customer about new measures introduced, specifically the Water Charges Relief Scheme and the Wholesale Charges Deferral Scheme.</p>

If you require any information about how we manage complaints, please see our Complaints Handling Procedure which is available on our website here: [https://www.watercommission.co.uk/view\\_Complaints.aspx](https://www.watercommission.co.uk/view_Complaints.aspx).