

COMPLAINTS STATISTICS for the Water Industry Commission for Scotland

2021-22 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 2021-22, we have received **0** 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>
2020-21	Q2 Jul - Sept	0	Not applicable	Not applicable	Not applicable	Not applicable
2020-21	Q3 Oct - Dec	0	Not applicable	Not applicable	Not applicable	Not applicable
2020-21	Q4 Jan - Mar	0	Not applicable	Not applicable	Not applicable	Not applicable
2021-22	Q1 Apr - Jun	0	Not applicable	Not applicable	Not applicable	Not applicable

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.