

COMPLAINTS STATISTICS for the Water Industry Commission for Scotland

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

So far, in quarter 4 of 2019-20, we have received **zero** 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	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

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.