

Press Release

Complaints to water company fall by nearly 50 per cent

5 August 2011



Staff at Sembcorp Bournemouth Water, including Managing Director Roger Harrington (front left) celebrate the company achieving the Customer Service Excellence standard

Written complaints to Sembcorp Bournemouth Water (SBW) have fallen by nearly a half in the last five years.

The company, which supplies drinking water to about half a million people across Dorset, Hampshire and Wiltshire, received 478 written complaints in the year to 31 March 2011. That compares with 921 in 2006/7, a reduction of 48 per cent.

The figures were announced as SBW was re-awarded the government's Customer Service Excellence standard.

The standard is the successor to the Charter Mark scheme and recognises excellence in public services. SBW has now received the award, and its predecessor Charter Mark, for 12 years in succession.

Roger Harrington, Managing Director, said that while there was even just one complaint SBW would never be completely satisfied.

He added: "I know that we don't get it right all the time but when we do fail in the service in some way we are extremely keen to make sure that we learn lessons for the next time. However, we are pleased to have achieved a near halving of the number of complaints over five years.

"I am pleased that we have been able to demonstrate excellence in the service as measured by the Customer Service Excellence standard. It's a credit to the efforts of all the staff here."