

## **Appendix 1**

### **Complaint Procedure**

Whilst Severn Trent Searches has made every effort to ensure the information contained in this Commercial Drainage and Water Search is accurate we do accept that on occasions, customers may not be happy and seek clarification or confirmation that our records are correct. For such instances, Severn Trent Searches has developed a set of minimum standards that would apply when dealing with customer enquiries and complaints. These are listed below.

#### **Severn Trent Searches: Commercial Drainage and Water Search Complaint Procedure**

As a minimum standard Severn Trent Searches, PO Box 6187, Nottingham, NG5 1LE.

We will endeavour to resolve any telephone contact or complaint at the time of the call, however, if that isn't possible, we will advise you on how soon we can respond. If you are not happy with our initial response, we will advise you to write in via email, fax or letter explaining the reasons why you are not satisfied.

We will investigate and research the matter in detail and provide a written response within 5 working days of receipt of your complaint.

Depending on the scale of investigation required, we will keep you informed of the progress and update you with new timescales if necessary.

If we find your complaint to be justified, or we have made any errors that change the outcome in your search result, we will automatically provide you with a revised search and also undertake the necessary action, as within our control, to put things right as soon as practically possible. Customers will be kept informed of the progress of any action required.

If your search takes us longer than 15 working days to complete and we have not communicated the reasons for the delay, you will receive the search free of charge.

A complaint will normally be dealt with fully within 20 working days of the date of its receipt. If there are valid reasons for the consideration taking longer, you will be kept fully informed in writing or via telephone or email as you prefer and receive a response at the very latest within 40 working days.

If you are still not satisfied with our response or action, we will refer the matter to a Senior Manager/ Company Director for resolution. At your request we will liaise with counseling organisations on your behalf.

Complaints should be sent to:

Customer Services  
Severn Trent Searches  
PO Box 6187  
Nottingham  
NG5 1LE  
Tel: 0115 962 7269  
Email: [enquiries@severntrentsearches.com](mailto:enquiries@severntrentsearches.com)