

Complaints Procedure

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At Blue, we work hard to deliver a service we can be proud of. When something falls short, we want to hear about it so we can put it right as quickly as possible and learn from it.

This procedure sets out the steps to follow if you are not happy with something we have done, what we will do at each stage, and where to turn if you remain dissatisfied once our process is complete.

Step 1 - Raising a query

Most issues can be sorted out with a single phone call, email, or message. Before we treat something as a formal complaint, we would always encourage you to get in touch with our Customer Service team. In most cases, they can help resolve things quickly at first contact.

You can reach us by:

- Phone: +44 330 828 4722
- Email: hello@blue.supply
- Webform: www.blue.supply
- Post: Former Coroners Court, Newcastle Upon Tyne, England, NE1 3RQ

Having your customer reference number to hand helps us respond more quickly.

We aim to resolve straightforward queries within two working days. If we need longer, we will explain why and agree a revised timeframe with you.

Step 2 - Making a formal complaint

If our initial response does not resolve your query, you can ask us to treat it as a formal complaint. A case manager from our Customer Resolution team will take ownership of your case and stay with you from start to finish.

You can raise a formal complaint through any of the channels listed in Step 1.

If you write to us by post, Day 1 of the timeline below begins on the date your letter reaches us. For any other channel, Day 1 is the date your complaint arrives with us.

Our complaints timeline

Day 1 - Receipt

We log your complaint and allocate it to a case manager.

Day 2 - Acknowledgement

Within two working days, we will confirm that we have received your complaint and tell you who is looking after it.

Day 10 - Substantive response

Our aim is to resolve your complaint in full within ten working days. Where that is not possible, we will send you a substantive response. This will summarise the points you have raised, describe what we have done so far, set out what still needs to happen, and give you a realistic timeframe for the next steps.

Day 20+ - Complex cases

Some complaints rely on input from your wholesaler, who is responsible for the water and wastewater infrastructure in your area. These cases can take longer, up to a maximum of eight weeks. Where that happens, we will keep you updated on progress until your complaint is resolved.

When your complaint is resolved

Once we reach a resolution, we will talk you through what happens next. Depending on the circumstances, this might include:

- Taking the actions needed to restore your service or put your account right.
- Giving you a clear explanation of what happened and what we have done about it, together with an apology where we have got something wrong.
- Applying any compensation due under our Guaranteed Service Standards or Redress Policy within 20 Business Days of a decision.

Step 3 - Escalating your complaint

If you have completed our formal complaints process and remain dissatisfied, you can ask us to carry out a second review.

1. We will look again at everything, including the outcome we reached in Step 2.
2. Once the review is complete, we will tell you whether any further action is needed and, if so, when you can expect to hear back. If no further action is appropriate, we will give you our final decision and the reasons for it.
3. If you remain unhappy after our Step 3 review, you have the right to ask an independent body to look at your complaint.

Asking for an independent review

The independent body you can approach depends on where your premises are located. These bodies will normally expect you to have completed our internal complaints procedure before they become involved.

You can ask the Scottish Public Services Ombudsman (SPSO) to review your complaint. The SPSO is the final stage for complaints about public services in Scotland.

The SPSO will not normally consider a complaint:

- before you have worked through our internal complaints procedure
- more than 12 months after you first became aware of the issue
- if it has been, or is being, dealt with in court

Contact the SPSO:

- In person: SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS
- Freepost: SPSO (no stamp needed)
- Freephone: 0800 377 7330
- Online: www.spsa.org.uk/contact-us