

SPSO decision report

Case: 201202606, Scottish Water
Sector: water
Subject: complaints handling
Outcome: no decision reached

Summary

Ms C complained on behalf of her elderly mother, who was dissatisfied with Scottish Water's response to her complaint of low water pressure. Ms C complained that Scottish Water had failed to respond to enquiries about this, and had delayed in handling a formal complaint. She also complained that there was miscommunication about when action would be taken to improve the water pressure.

We made enquiries of Scottish Water and, after considering their comments and their complaints file, explored with them whether there was a possibility of resolving this through a goodwill payment for the delay in providing advice about when and what works were being undertaken, and in not providing their customer with updates. Scottish Water declined to do so and told us that this would not be in the interests of maintaining a consistent approach to their service to all customers.

We discussed with Ms C what her mother wanted as an outcome and if she wished us to investigate further. Ms C told us that she had pursued the complaint on her mother's behalf because she believed that Scottish Water's customer service was poor, and if compensation was not available for this, she did not want us to investigate further. She withdrew the complaint, so we closed our file without reaching a decision on it.