

SPSO decision report

Case: 201204614, Business Stream
Sector: water
Subject: incorrect billing
Outcome: no decision reached

Summary

Mr C complained that Business Stream had incorrectly billed his organisation.

As part of our investigation, we asked Business Stream to look again at the complaint, which they had previously investigated but not upheld. On doing so, they discovered an error, which when corrected reduced Mr C's debt from approximately £10,000 to approximately £400. We considered this to be an appropriate resolution for Mr C and advised him of the outcome.