

SPSO decision report

Case: 201706120, Blue Business Water Ltd
Sector: water
Subject: communication / consultation
Decision: not upheld, no recommendations

Summary

Mr C complained that Blue Business Water had failed to investigate his complaint adequately.

We found that Mr C had been given incorrect advice by Blue Business Water staff, leading to some confusion on the part of Mr C about monies he was due to pay to Scottish Water. However, we found that Blue Business Water had admitted this error and had made an offer of compensation. On balance, we considered that Blue Business Water's investigation of Mr C's complaint had been reasonable, and we did not uphold the complaint.