

## SPSO decision report

**Case:** 201807360, Clear Business Water  
**Sector:** water  
**Subject:** policy / administration  
**Decision:** resolved, no recommendations

### Summary

Ms C complained on behalf of an organisation. She said that they were not issued with appropriate terms and conditions by Clear Business Water and that Clear Business Water failed to communicate reasonably with them about their concerns. Clear Business Water acknowledged there was a delay in issuing the relevant terms and conditions. They offered to apologise for the error, refund the charges on the account and pay them a sum of money as a goodwill gesture. Ms C confirmed she wished to withdraw her complaint, as it had been resolved to their satisfaction.