

SPSO decision report

Case: 201104889, Business Stream Ltd
Sector: scottish government and devolved administration
Subject: communication / consultation
Outcome: some upheld, action taken by body to remedy, no recommendations

Summary

Mr C purchased a farm and then discovered there were water leaks on his property. He asked Business Stream for assistance but they did not respond to his request. One year later he discovered that Business Stream should have referred him to their solutions team who track and fix water leaks. Mr C also considered that he had been provided with poor customer service as Business Stream had not always responded to his letters and telephone calls.

We upheld Mr C's complaint about his request for assistance as Business Stream had not referred this to their solutions team in line with their normal procedure. Business Stream offered him a goodwill payment to resolve this, which we considered to be appropriate so we made no recommendations. We also looked at their communication with Mr C. While we did identify occasions when they had not responded, and delays while awaiting action by Scottish Water for which Business Stream had apologised, on balance we found that Business Stream's communication had been reasonable. We, therefore, did not uphold that complaint.