

## SPSO decision report

**Case:** 201104549, Scottish Water  
**Sector:** Scottish Government and devolved administration  
**Subject:** damage caused / compensation  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that Scottish Water had not offered him enough compensation after he experienced a sewage flood into his home. We explained to him that our role in compensation claims is very limited and, in particular, that it is not for us to decide whether compensation should be paid or the amount, which is normally a matter for the courts. We looked at Scottish Water's complaints file, which confirmed that the matter was not one that we could look into.