

SPSO decision report

Case: 201201812, Scottish Water
Sector: Scottish Government and devolved administration
Subject: sewer flooding - internal
Outcome: not upheld, no recommendations

Summary

Mr C complained that a blockage he had experienced in his home's water pipes was Scottish Water's responsibility and that flooding in his kitchen had been caused by flooding in a nearby car park.

Our investigation found, however, that Scottish Water had correctly told Mr C that the blockage was on his side of the pipe system and, therefore, not their responsibility, and also that the flooding could not have been caused by the car park flooding.