

SPSO decision report

Case: 201205147, Business Stream

Sector: water

Subject: complaints handling

Outcome: no decision reached

Summary

Mr C had tried to resolve some issues with Business Stream for several years without success. These had, however, now been resolved, and Business Stream had refunded him the amount he had overpaid. He complained to us about the time taken to deal with the matter and thought that Business Stream should pay him interest on the overcharged amount to reflect the fact that that money should have been available to him much earlier.

Although we can look at the length of time that Business Stream took to deal with this, we could not determine whether any payment was due, or how much it might be. However, after we became involved in his complaint Business Stream agreed, in the circumstances of the case, to make a payment as a goodwill gesture. Mr C accepted their offer and we closed his complaint, as we took the view that this was an appropriate solution.