

SPSO decision report

Case: 201302775, Business Stream
Sector: water
Subject: meter size
Outcome: some upheld, no recommendations

Summary

Mr C, who is a solicitor, complained on behalf of his client (Mr A) about Business Stream's charges for water services at several properties for which Mr A's firm acted as landlord. We established that there had been an error on the account but that Business Stream had put this right before the complaint was submitted to us. We also noted that there had been an undercharge on part of the account. In the circumstances, we did not uphold the complaint.

Mr C had also complained to us about Business Stream's complaints handling. Business Stream acknowledged that this had not always been of the standard they would have expected and offered Mr C an ex-gratia payment in recognition of this. Although we upheld Mr C's complaint, we decided to make no recommendations as we had recently been in discussions with Business Stream about complaints handling. They had agreed to arrange an independent external audit of their complaints process, and so we were satisfied that the problems were being addressed.