

SPSO decision report

Case: 201405371, Business Stream
Sector: water
Subject: damage caused / compensation
Outcome: not upheld, no recommendations

Summary

Ms C complained that Business Stream or Scottish Water had rejected her claim for compensation following damage to her business's property. We explained to her that our role in complaints about compensation claims was very limited. For example, it was not for our office to establish legal liability or decide whether, or how much, compensation was payable. We could solely consider whether her claim had been reasonably considered.

Scottish Water were involved in the issue as they own the public water pipework network. However, Business Stream were also involved as Ms C's licensed water provider. Therefore, we considered the actions of both organisations.

We concluded that both Business Stream and Scottish Water had looked carefully into the issue. For example, Business Stream had put a number of enquiries to Scottish Water about the events and the claim decision. And Scottish Water had considered the circumstances in detail before reaching their decision, which was that they had no legal liability, which meant that they had no requirement to pay compensation. In the circumstances, we did not uphold the complaint.