

SPSO decision report



Case: 201100427, Waterwatch Scotland
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Miss C complained about Waterwatch Scotland's handling of her complaint to them about Scottish Water. We did not uphold the complaint because it was clear that Waterwatch Scotland had done a thorough investigation, considered the issues and sent Miss C helpful, detailed replies. These included detailed explanations about the law, about the separation of legal responsibility between Scottish Water's part of the system and a property owner's part of the system, and about the words used to describe the different parts of the system.