

SPSO decision report

Case: 201103435, Scottish Water
Sector: Scottish Government and devolved administration
Subject: sewer flooding - affecting water courses
Outcome: no decision reached

Summary

Mr C complained to us about Scottish Water's actions in relation to pollution in a burn (small stream) beside his home. We contacted Scottish Water for information about this. They sent us evidence showing that they had accepted that there was pollution in the burn and had taken action to resolve the problem. From the correspondence it appeared that Mr C was happy with this.

When we spoke to Mr C about it, he said that he had some additional information that he wanted us to consider. We asked him to send it to us, but he didn't provide it. We decided that we could not continue our investigation without the information and closed the case. We told Mr C that we would reopen his complaint if he provided the requested information within a reasonable period of time.