

SPSO decision report

Case: 201104953, Business Stream Ltd
Sector: Scottish Government and devolved administration
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C complained on behalf of a charitable foundation that Business Stream refused their request for relief from water charges. He said that Business Stream failed to follow its own guidance concerning eligibility. Mr C said that as the previous charity that occupied the premises were exempt, so too should the foundation he represented.

Our investigation considered all the information provided by the foundation and Business Stream. We also considered relevant guidance and policies relating to the exemption scheme. One of the criteria for exemption was that the claimant required to have been exempt from charges for the property they occupied as at 31 March 1999. As Mr C was unable to provide information to confirm that the foundation met this criteria, we found that Business Stream had properly applied their policy and we did not uphold the complaint.