

SPSO decision report



Case: 201103304, Business Stream Ltd
Sector: Scottish Government and devolved administration
Subject: debt recovery; payment fees
Outcome: not upheld, no recommendations

Summary

This complaint was made on behalf of the owners of a hotel. Business Stream Ltd identified during an audit in 2011 that the hotel was occupied and started billing them from 2008. Mr C considered Business Stream Ltd's actions were unreasonable. He said that they had taken an excessive time to contact the hotel and send a bill; that they said they had tried to contact the hotel but that was not the case; that they failed to deal with the complaint appropriately; and said they would accept a repayment plan then demanded payment in full.

Our investigation found, however, that Business Stream had appropriately followed their own policies in relation to each of these matters.