

SPSO decision report

Case: 201200525, Scottish Water
Sector: scottish government and devolved administration
Subject: damage caused / compensation
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained that, following flooding in his garden, Scottish Water would not pay him compensation. We explained to him that our role in compensation claims was very limited. We could not consider whether their claim decision was correct, although we could look into whether Scottish Water had reached that decision in line with their normal processes. Our investigation showed that they had done so and we did not uphold the complaint. We also noted that, although not obliged to do so, they had offered Mr C a payment as a gesture of goodwill.