

SPSO decision report

Case: 201406554, Scottish Water
Sector: water
Subject: damage caused / compensation
Outcome: resolved, no recommendations

Summary

Mrs C complained about Scottish Water's decision to refuse her compensation claim. We explained to her that our role in complaints about compensation was very limited - for example, it was not for us to decide whether compensation was payable or to determine the amount of any compensation.

On receipt of our enquiries, Scottish Water contacted us to say they felt there was scope for a financial settlement, which they would like to explore with Mrs C. Given our very limited role in such complaints, this appeared to be the best way forward, and we closed the complaint without further investigation. We advised Mrs C to return to us if she wished to pursue the complaint after Scottish Water's further consideration of the claim.