

## SPSO decision report

**Case:** 201608915, Scottish Canals  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Decision:** not upheld, no recommendations

### Summary

Mr C was unhappy with a review carried out by consultants for Scottish Canals about moorings and licence prices. Mr C sent feedback to a consultation on the review, and he complained to Scottish Canals.

We explained to Mr C that, by law, we must not investigate action relating to the determination of the amount of any rent or service charge. This meant we could not investigate the evidence base for pricing, or what berthing fees should be charged. However, we did look at how Scottish Canals handled Mr C's complaint.

We found that Scottish Canals responded to Mr C's complaint in line with their complaints handling procedure. We found that their responses to Mr C were reasonable. We found evidence that Scottish Canals considered Mr C's complaint and provided reasoned and rational responses. Given this, we did not uphold Mr C's complaint.