

SPSO decision report



Case: 201004145, The City of Edinburgh Council

Sector: local government

Subject: property management; complaints handling

Outcome: not upheld

Summary

Mr C owns a property in a block of flats where the council manage the communal upkeep. He complained to the council about nine issues relating to the amounts the council charged him for managing the property and for shared costs. He was dissatisfied with their replies and complained to us that the council failed to reasonably handle his complaints.

We found that he had not made two of the complaints directly to the council. We could not look at those at all, as we need them to have gone through that process first. We also could not consider the detail of the issues complained about as the SPSO Act prevents us from considering matters of a commercial or contractual nature, or the setting of service charges. We could, however, look at how the council handled Mr C's complaints. When we did so, we were satisfied that, although Mr C was unhappy with the outcome of the complaints, the council had dealt with them appropriately.