

SPSO decision report



Case: 201002972, Fife Council

Sector: local government

Subject: maintenance and repair of roads

Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Ms A's MSP complained to us on her behalf that the council had failed to repair cracks in the pavement and road outside Ms A's home. They also said that the council had failed to take action to prevent cars and refuse trucks parking outside Ms A's home, causing damage to the road and access difficulties for Ms A. When we investigated, however, the council told us that they had visited the site and were satisfied with the condition of the road and the pavement. They provided copies of records of the inspections carried out to the road and footway in the area and a record of the defects identified and repaired in the area. They also said that if Ms A provided evidence of the cars and refuse trucks that she said were parking inappropriately outside her home, they would investigate the matter further. As the council had clearly taken appropriate action we did not uphold the complaint.