

SPSO decision report

Case: 201004458, Aberdeen City Council

Sector: local government

Subject: complaints handling

Outcome: not upheld, no recommendations

Summary

Mr C was building a conservatory at his home. He was unhappy because the council's Building Control team continued to correspond with the builder even after Mr C told them that he was acting as agent for the build. He also said that the council had agreed a plan of completion of works with the builder that did not require an appropriate damp proof course. Finally, he was unhappy with the way the council dealt with his complaints. We found that there was no evidence that Mr C had asked that he be treated as sole agent for the build. In addition, it was clear that the Building Control team had worked directly with the builder, in line with their responsibilities, to ensure that an appropriate damp proof course was installed. We also found that, in general, the council had dealt with Mr C's complaint appropriately.