

SPSO decision report

Case: 201003502, Perth and Kinross Council
Sector: local government
Subject: handling of application (complaints by opponents)
Outcome: some upheld, recommendations

Summary

Mr C made a number of complaints about the council's handling of planning applications for an agricultural shed and house close to his home. We found that the council failed to follow their standard procedure that they do not display responses from internal consultees on their website until after an application is determined. Due to an internal error, the website displayed the response from the roads officer, but did not initially display responses from the environmental health manager. We upheld this complaint. However, we did not uphold a number of other complaints Mr C made about the handling of the applications and about the council's investigation into the points that he raised about this, as we generally found their actions to be reasonable. We did, however, make recommendations where relevant.

Recommendations

We recommend that Perth and Kinross Council:

- consider whether they should log all relevant consultation documents on their website as soon as they are received; and
- apologise to Mr C for the delay in responding to his complaint to the Chief Executive and for failing to keep him updated.