

SPSO decision report

Case: 201100359, The City of Edinburgh Council
Sector: local government
Subject: council tax, sheriff's officers
Outcome: not upheld, no recommendations

Summary

Mr C complained about the council's actions in relation to the collection of his council tax. He was unhappy that sheriff's officers contacted him about collecting a surcharge that was the subject of a summary warrant. Although the council said they had sent all the relevant correspondence about this to his address, Mr C said he had not received any of it. He felt that such information should have been sent by recorded delivery. We found that there was no requirement for the council to do this, and noted that the sheriff who signed the warrant had accepted that posting the letters to Mr C was adequate. As our investigation indicated that the council had followed the appropriate process, we did not uphold the complaint.