

SPSO decision report

Case: 201100627, Renfrewshire Council
Sector: local government
Subject: noise pollution
Outcome: not upheld, no recommendations

Summary

Mrs C raised complaints with the council about alleged noise nuisance from a nearby leisure facility on several occasions. The council were unable, for various reasons, to assess whether a statutory nuisance occurred, but they approached the leisure facility informally about the complaints that Mrs C had made. After this the council were able to attend whilst the alleged nuisance was ongoing. Their assessment was that it did not constitute noise nuisance.

Mrs C complained to the council that they had not taken reasonable action. The council gave their view that they had and provided an explanation of how they had arrived at this view. Mrs C was dissatisfied and raised her complaints with the SPSO.

We considered that the council's actions had been reasonable in the circumstances and, therefore, did not uphold the complaints.