

SPSO decision report

Case: 201004424, East Dunbartonshire Council
Sector: local government
Subject: maintenance and repair of roads
Outcome: not upheld, no recommendations

Summary

Mr C complained about the condition of the road outside his house and the council's failure to appropriately assess it and prioritise it for re-surfacing. He was also dissatisfied with the way the council dealt with his complaint.

We did not uphold his complaints as our investigation found that the council had followed the appropriate procedures with regard to both the road and the handling of Mr C's complaints.