

SPSO decision report

Case: 201101210, Fyne Homes
Sector: housing associations
Subject: complaints handling
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C, a tenant of the housing association, complained that the association had not responded reasonably when he raised issues about excrement in the common areas of their close.

Mr C exhausted the association's complaints procedure. The final response from the chair of the complaint panel to Mr C explained that it appeared that the excrement had been cleaned from the floor before the initial visit of a housing officer; that during a visit earlier in the year the offending marks had to be pointed out as they were very small and not immediately obvious; that a visit by panel members the previous week had seen nothing on the landing floor and that the panel was satisfied that staff took appropriate steps to address the matters raised. Mr C was dissatisfied with this response and raised his complaints with us.

Our investigation found that the association had reasonably investigated Mr C's complaints and we did not uphold the complaint.