

SPSO decision report

Case: 201100925, Aberdeenshire Council
Sector: local government
Subject: council tax (incl community charge)
Outcome: some upheld, action taken by body to remedy, recommendations

Summary

Mr C and his wife live abroad but own a property in the council's area, which was leased to their student daughter. Mr C told the council about this and provided details of the letting agent. Some six weeks after the let began, he was told that the council had obtained a summary warrant in respect of arrears of current council tax, when this was not the case.

Mr C was unhappy about this and about information sought by the council in respect of his residence and a copy of the lease. He submitted six complaints to us, three of which we upheld: that there was an error in sending the letter relating to the summary warrant, a delay by the council in responding to the final stage of Mr C's complaint; and an inadequate level of detail in the council's final response as to how a particular allegation had been investigated. The council had already apologised in respect of two of the upheld complaints. We did not uphold Mr C's complaints about victimisation and information provided by the council.

Recommendations

We recommended that the council:

- apologise for not having provided an adequate level of detail in how they had addressed the issue of alleged victimisation.