

SPSO decision report

Case: 201003234, Dundee City Council
Sector: local government
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C's tenant contacted him to say that he had received some advice regarding his tenancy from the council. Mr C complained to the council about the advice his tenant said he received. The council investigated Mr C's complaint. They accepted that the tenant had been given some poor advice and apologised for this. However, they told Mr C that there was no evidence to suggest that other aspects of advice the tenant claimed to have received, had been provided. Mr C was unhappy with this outcome and complained to our office that the council had not reasonably responded to his complaints.

We investigated and found that the council had reasonably investigated Mr C's complaints, apologised appropriately to him and taken action to correct any errors they had made. As a result, we did not uphold his complaint.