

## SPSO decision report

**Case:** 201200342, North Ayrshire Council  
**Sector:** local government  
**Subject:** handling of application (complaints by opponents)  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that the council failed to deal with a planning application in line with the appropriate procedures and to appropriately take his objections into account. He also said that they failed to respond reasonably to his enquiries or deal with his complaint appropriately.

Our investigation found that the council had dealt with the planning application in line with its published scheme of delegation and that the decision was properly made. The report produced by the planning officer dealt appropriately with the objections received and the council had provided two detailed responses to Mr C's complaints. Although there were minor errors in the handling of the complaint, the council had identified and apologised for these, and there was no evidence that they had affected the council's decision.