

SPSO decision report

Case: 201201692, Falkirk Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Mr C and Ms C complained that the council failed to provide them with a house that was suitably sound insulated, and failed to take effective action when they reported antisocial behaviour by a number of neighbours.

The council explained that they carried out appropriate tests and could confirm that the house met the relevant standards in terms of sound insulation. They also explained that they had taken action in line with their policies in response to all Mr C and Ms C's reports of antisocial behaviour.

We did not uphold the complaint as, from our review of the evidence, we found that the council carried out appropriate testing on Mr C and Ms C's home which complied with the relevant technical specifications. In addition, we reviewed their actions in response to Mr C and Ms C's complaints of antisocial behaviour and established that each report was investigated and, where corroboration could be obtained, action was indeed taken, in line with their antisocial behaviour policies.