

SPSO decision report

Case: 201202581, Fife Council
Sector: local government
Subject: handling of application (complaints by applicants)
Outcome: upheld, no recommendations

Summary

Mr C complained that a councillor made inaccurate statements at a planning committee hearing, which caused the committee to reject Mr C's application. He also complained that when he raised his concerns with the council they failed to carry out a reasonable or prompt investigation into his complaint.

As Mr C appealed the decision to reject the application, and was successful, and as he had the ability to make a claim for fees at his appeal, we explained that we could not look at the councillor's comments. We examined the council's investigation into his complaint and established that it was reasonable. However, as it took substantially longer to conclude than it should have done, and as the council failed to keep Mr C updated on progress, we upheld his complaint about the investigation, although we did not find it necessary to make any recommendations.