

## SPSO decision report

**Case:** 201203038, North Lanarkshire Council  
**Sector:** local government  
**Subject:** parks, outdoor centres and facilities  
**Outcome:** some upheld, recommendations

### Summary

Miss C lives next to a sports facility, which was opened in 2006. She complained that the council failed to take responsibility for the escalating problems arising from the use of the football pitch, or to provide appropriate measures to resolve the nuisance. Miss C also complained that the council delayed in dealing with her complaint.

We explained to Miss C that we could not look at the decision to grant planning permission or any of the things that happened before she complained to the council in 2011, essentially because these were too old for us to look at. Our investigation did look at the recent action the council had taken to address concerns of nuisance arising from the use of the facility, and noted that there was evidence that they had engaged with Miss C, and others acting on her behalf. Although she said she thought more could be done to resolve the nuisance, Miss C did not identify what this was. We did not uphold this complaint. We were satisfied that the council took action to try to address Miss C's concerns, and in responding to our enquiry, they had agreed to meet Miss C to discuss any outstanding issues and whether a solution could be found.

We did, however, find that the council delayed in dealing with Miss C's complaint.

### Recommendations

We recommended that the council:

- apologise for the delay in handling Miss C's complaint.