

## SPSO decision report

**Case:** 201203437, Dundee City Council  
**Sector:** local government  
**Subject:** policy/administration  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained about the council's landlord registration scheme. He said that the council had unreasonably put him on the register after a phone call, when their written guidance clearly says that applications should be made online or by paper application form.

Our investigation found, however, that this was a discretionary decision that the council were entitled to make. We took the view that they acted in good faith for the benefit of Mr C, who might otherwise have been at risk of being reported to the procurator fiscal.