

SPSO decision report

Case: 201203874, The Highland Council

Sector: local government

Subject: policy/administration

Outcome: not upheld, no recommendations

Summary

Mr C complained that the council had failed to properly investigate his complaints about what he considered to be dangerous fuel handling and storage by a boat operator at the local harbour. He complained that the council had sufficient evidence to show that the boat operator was storing large quantities of fuel at the harbour in inappropriate containers, and was not taking reasonable steps to ensure safe refuelling of his vessels.

We examined the evidence and found that the council were actively investigating the reports. They had reminded the boat operator of his responsibilities in terms of fuel safety and were monitoring the situation through the CCTV system. The council also prepared a code of conduct which they expect all boat operators to follow, and were in the process of recruiting a seasonal harbour master to monitor both adherence to the code of conduct and boat safety. As a result of the steps taken by the council, we were satisfied they had acted appropriately following receipt of Mr C's concerns about the unsafe handling of fuel.