

SPSO decision report

Case: 201300273, The City of Edinburgh Council
Sector: local government
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Residents complained that the council unfairly declined their request to have a tree, which was affecting their amenity, pruned. They were especially unhappy because the council had carried out maintenance on the tree in the past. The residents said that they had obtained their own survey from an independent tree surgeon, who had told them that the tree could be pruned without affecting its health.

Our investigation found that the council surveyed the tree in 2008, and again in 2012 in response to the residents' complaints. On both occasions they decided that it was in a fair condition, and did not need any work carried out. Although the survey undertaken by the council differed from what the residents said they had been told, we were unable to uphold the complaint because this came down to a matter of professional opinion. There was nothing to show that, in declining the residents' request, the council failed to take into account relevant information.