

SPSO decision report

Case: 201301560, The City of Edinburgh Council
Sector: local government
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Ms C complained that the council failed to deal reasonably with her planning application for a new driveway and her application for dropped kerb access. The council said that they had explained to Ms C what her rights were in respect of parking, and had clearly told her what she needed to do to obtain these permissions. They said that they worked with her at all stages to try and assist her through this process.

We found that the council had had a great deal of contact with Ms C and had provided her with clear advice on what she would have to do to get consent. As we found no evidence of administrative failure in the way the council dealt with this matter, we did not uphold the complaint.