

SPSO decision report

Case: 201302076, Dumfries and Galloway Council

Sector: local government

Subject: anti-social behaviour

Outcome: not upheld, no recommendations

Summary

Mr and Mrs C live in a housing association property. There was a history of noise and other antisocial behaviour from neighbours, and Mr and Mrs C had reported this many times. Mr and Mrs C complained that the council, who were partners in a protocol along with the association, did not respond reasonably to reports of noise nuisance over an 18-month period. They also complained that the council failed to respond reasonably to a letter expressing dissatisfaction with how their complaint had been dealt with.

A local councillor had earlier raised Mr and Mrs C's concerns with the association and with council officers, and asked if noise monitoring equipment might be provided in their home. Mr and Mrs C were, however, asked to contact the police when noise nuisance arose and noise monitoring equipment was not provided until after they had formally complained to the council. We did not, however, uphold this complaint because the council explained why they had not installed the equipment, and we found that their actions had otherwise been reasonable. We also found that the council had handled Mr and Mrs C's complaint appropriately.