

SPSO decision report

Case: 201302706, Glasgow City Council
Sector: local government
Subject: maintenance and repair of roads
Outcome: not upheld, no recommendations

Summary

Mr C complained that the council had unreasonably failed to maintain and repair a section of road near his home in line with their obligations. He also said that when he reported pot holes to the council, they failed to carry out repairs within the required timescales.

The council said that they met their responsibilities in terms of roads inspection and maintenance and that when Mr C reported problems to them they took action to repair them within an appropriate timescale.

We obtained the council's records which showed that they had inspected the road, as required by their code of practice, and where defects were identified, they had carried out repairs. They also provided records showing that they had responded to Mr C's reports of pot holes and had carried out necessary repairs the following day. As the council had met their responsibilities in terms of the inspection and repairs, we did not uphold Mr C's complaint.