

SPSO decision report

Case: 201302861, Fife Council
Sector: local government
Subject: estate management, open space & environment work
Outcome: upheld, recommendations

Summary

The council put up a fence dividing the area that Mr C and his neighbours used as a driveway, causing them difficulty in accessing the area with vehicles. Mr C complained to the council about this and then, when he was dissatisfied with their responses, he complained to us.

We found inconsistencies in the council's responses, and that they did not respond at all to one of his letters, and so we upheld his complaint.

Recommendations

We recommended that the council:

- apologise to Mr C for their failure to reasonably respond to his complaints; and
- reconsider their response to Mr C's complaints and provide him with a clear and consistent response.