

SPSO decision report

Case: 201303345, East Renfrewshire Council
Sector: local government
Subject: handling of application (complaints by opponents)
Outcome: not upheld, no recommendations

Summary

Mr C complained that the council failed to assess a planning application for a house on neighbouring land correctly and consistently with previous decisions taken, and that they delayed in making relevant drawings available on their online planning portal. We also investigated Mr C's complaint that he was not given an adequate opportunity to provide further information in support of his complaint under the council's complaints procedure.

Our investigation found that there were some areas where Mr C's complaint about the assessment of the planning application were justified, particularly in relation to the accuracy of the planning officer's report to committee. However, there was no evidence of fault in the way the planning application was handled, and this was consistent with previous decisions about the site. We also concluded that the council's explanation about timescales for uploading information to their portal was reasonable, and we did not support Mr C's complaint of delay.

When we investigated how the council had handled Mr C's complaint, we found that they had complied with their procedure. They had made it clear to him that there was an approaching deadline, and we considered it would have been reasonable for Mr C to contact the council to seek more time to provide information, if necessary.