

SPSO decision report

Case: 201305159, Dumfries and Galloway Housing Partnership

Sector: housing associations

Subject: neighbour disputes and antisocial behaviour

Outcome: some upheld, no recommendations

Summary

Mr C complained about the housing association's handling of his representations about an incident that led to action being taken against him. He complained that they had failed to take into account his version of what had happened. Mr C also complained that they did not consider his complaint within the timescales set out in their complaints procedure.

During our investigation we found that the association had obtained corroboration of the incident from an independent source. They had spoken to Mr C to obtain his account of what had happened and to seek information from him before deciding to take action against him. As they had acted appropriately, we did not uphold this element of Mr C's complaint. We did, however, uphold his complaint about their complaints handling. While we were satisfied that the association dealt with the majority of his complaints within the complaints procedure, we found that on two occasions they failed to meet the timescales set out in their procedure. We did not make any recommendations, as the association had already apologised to Mr C for this.