

SPSO decision report

Case: 201305501, Dumfries and Galloway Council
Sector: local government
Subject: maintenance and repair of roads
Outcome: not upheld, no recommendations

Summary

Mrs C drove over a pothole and damaged her car. The matter was dealt with by the council's insurers. Mrs C complained to us because she said that she had been advised by the council that the pothole had been reported previously. She was unhappy that the council had failed to follow up this previous report in line with their obligations.

The council told us that they did not tell Mrs C that the pothole had been reported previously. They said that Mrs C's report about the pothole was the first report they received, that the pothole was categorised appropriately and that a repair was completed within the relevant timescale. We did not uphold the complaint.