

SPSO decision report

Case: 201305772, Angus Council
Sector: local government
Subject: unauthorised developments: calls for enforcement action/stop and discontinuation notices
Outcome: not upheld, no recommendations

Summary

Mr C complained to the council about unauthorised development activity at a property close to his. A retrospective planning application was submitted and recommended for approval, but was refused by the planning committee. Mr C complained to the council about various aspects of their handling of these matters, and when he was dissatisfied with the response he received he complained to us. We decided that most of his complaints were not matters we could consider as they related to his unhappiness with the council's actions rather than being complaints of maladministration or service failure (ie complaints that the council had handled this wrongly).

We did consider his complaint that the council's complaints handling was unreasonable because the chief executive did not provide specific evidence to support his statements about meetings held or the consideration given to the matter. We did not, however, uphold this, as we found that the chief executive responded directly to Mr C's complaints and gave reasons for his decisions, which we considered reasonable.