

SPSO decision report

Case: 201306068, Perth and Kinross Council
Sector: local government
Subject: parking
Outcome: not upheld, no recommendations

Summary

Miss C complained that the council did not give her accurate information about the availability of parking season tickets. Miss C said that she had been asking them for several years how she could obtain a permit to park near her retail premises. She said that the council had advised her that they did not issue business parking permits, only residential ones. Miss C was then told some years later that she could purchase a season ticket for the all-day parking areas. She said that this would have saved her money and wanted the council to reimburse her for the money she could have saved if she had a season ticket.

We found that there was no evidence of the wording of Miss C's request for information and that the council, in saying that they did not supply business parking permits, had provided accurate information. We also found that the council's guide to parking provides details about the availability of season tickets and is available to the public.

Miss C also complained that a neighbouring retailer had been issued with a free parking permit and wanted the council to explain this and issue her with the same permit. We found that the permit held by the neighbouring retailer was not relevant to Miss C's circumstances, and the council's position that they could not discuss another individual's details with Miss C was reasonable.