

SPSO decision report

Case: 201400115, The Highland Council
Sector: local government
Subject: other
Outcome: some upheld, no recommendations

Summary

Mr C complained that the council had acted unreasonably by refusing grant funding and registration for a tenants and residents association. After discussing this with him, we found it appeared that the council had not fully explained how they had reached their decision. We, therefore, decided that in the first instance it would be appropriate for Mr C and the council to meet in an effort to resolve some of his complaints. The council and Mr C agreed to meet and we closed his complaint to allow this to happen.

Mr C subsequently complained, however, that he was unhappy with the council's explanation. We investigated and upheld two of his complaints, as we found that there was unreasonable delay in processing the tenants and residents association's application for a grant, and there were failures in communication. We did not find it necessary to make recommendations, as the council had already apologised to Mr C and taken action to try to avoid this happening again. We did not uphold Mr C's complaint of discrimination in the decision not to award a grant.