

SPSO decision report

Case: 201400634, Inverclyde Council
Sector: local government
Subject: neighbour disputes and antisocial behaviour
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C were unhappy with the way the council dealt with their antisocial behaviour complaint. They complained that the council failed to force the landlord of a neighbouring property to repair and soundproof their premises. They also complained that the council failed to deal with the antisocial behaviour of the tenant and that the council's senior investigator threatened them. We told Mr and Mrs C that the first complaint was not ready for our office as it had not been through the council's complaints procedure and we felt that we could not reach a supportable conclusion on the third complaint.

Our investigation, therefore, considered only how the council handled the antisocial behaviour complaints. We looked at how Mr and Mrs C's complaints were recorded, what action the council took and whether they took into account the relevant policies and legislation. We found that the complaints were recorded on the appropriate database, that the council took account of the relevant internal procedure and the relevant legislation, and that they had made attempts over a prolonged period of time to resolve this in line with their process. As the council had done as they should have and had implemented their procedure reasonably, we did not uphold this complaint.