

SPSO decision report

Case: 201401734, Fife Council
Sector: local government
Subject: estate management, open space & environment work
Outcome: upheld, recommendations

Summary

Mrs C, a private homeowner, complained to the council about a fence that they put up at her neighbour's property. She complained that they had not consulted her about this, and her door now faced a six-foot fence. She had suggested other options that would not have impacted upon her, but said the council refused to consider these and had not responded adequately to her complaints. The council apologised for not involving her in discussions before they put the fence up and explained why they thought her suggestions were not practicable. Our investigation upheld Mrs C's complaints. As, however, the council had already apologised for not consulting her about the fence, we did not make a recommendation about this.

Recommendations

We recommended that the council:

- apologise to Mrs C for the delays in responding to her complaints.