

SPSO decision report

Case: 201402209, Glasgow City Council
Sector: local government
Subject: communication/ staff attitude/ confidentiality
Outcome: some upheld, recommendations

Summary

Ms C was considering making an offer to buy a property and called the council to ask if the property was eligible for a parking permit. When she was told that it was, she asked that they confirm this by email. Ms C received an email shortly afterwards, and instructed her solicitor to submit an offer. She then read the email and discovered that it did not confirm that the property was eligible for a permit. She got in touch with the council, who said that the property was not eligible for a permit, but accepted that she had previously been given incorrect information. Ms C also believed that the council promised her compensation during a phone conversation, but then did not offer this. Ms C complained but the council remained of the view that compensation was not merited.

Ms C complained to us and we reviewed the available recordings of phone conversations. We upheld her complaint that the council had given her incorrect information about the criteria for the issuing of parking permits. However, we found no evidence that she was promised compensation, and did not uphold this complaint.

Recommendations

We recommended that the council:

- remind all relevant staff of the criteria for the issuing of parking permits.