

## SPSO decision report

**Case:** 201403021, Fife Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Outcome:** upheld, recommendations

### Summary

Mr and Mrs C complained about a bill the council issued them for rechargable repairs. A year previously the council had helped check and fit three light fittings for Mr and Mrs C. When they terminated the tenancy they had asked at the council offices if they should leave the light fittings in place. Mr and Mrs C said that the council staff phoned another member of staff who advised them to leave the lights and there would be no charge.

When Mr and Mrs C complained the council said that they had spoken to staff, who said that they would not have given that advice.

During our investigation we found that the council had not spoken to the relevant staff during their investigation. We asked them to speak to those staff members during the course of our investigation, but they did not.

As the council could not demonstrate that they had thoroughly investigated the main point of Mr and Mrs C's complaint, we upheld their complaint.

### Recommendations

We recommended that the council:

- remind relevant staff of the importance of complying with the SPSO complaints handling principles;
- consider removing the outstanding charges; and
- apologise to Mr and Mrs C for the failings we identified.