

SPSO decision report

Case: 201404781, Historic Scotland
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Historic Scotland were invited to provide a view on a planning application, as a statutory consultee. Mr C complained that they failed to evidence the view they provided on this, and also said that in responding to his complaint, they had altered the wording of his complaints.

We did not uphold either of Mr C's complaints. We found that Historic Scotland were not required to record their decision-making process any more thoroughly than they had done, and that, although Mr C disagreed with their view, it was reasonable and there was a clear process of how it was reached. We also found that while it would have been preferable for Historic Scotland to have informed Mr C of their proposed re-wording of his complaints, his concerns had been answered in full.