

## SPSO decision report

**Case:** 201407265, Aberdeenshire Council  
**Sector:** local government  
**Subject:** handling of application (complaints by opponents)  
**Outcome:** resolved, no recommendations

### Summary

Mrs C complained to the council that errors made in their planning procedures resulted in her loss of privacy when a boundary fence was not erected on the new development site next to her home as stated in the original plans and conditions. The council acknowledged the errors and waived the planning application fee so that Mrs C could raise the height of her own boundary wall. When she complained that she would be faced with the considerable cost of heightening her boundary to secure her privacy, the council had said they had done all they could and could not go back on a signed-off document. When we notified the council of our investigation, the council then referred Mrs C's case to their insurers and asked her to make a claim. With this attempt to consider financial redress, we closed our investigation.