

SPSO decision report

Case: 201502635, The City of Edinburgh Council
Sector: local government
Subject: communication staff attitude and confidentiality
Outcome: upheld, recommendations

Summary

Ms C complained to the council about the waste provision for her building, as there were ten communal wheelie bins which were often not collected as scheduled. The council upheld her complaint and agreed to conduct a review. They also agreed to replace the wheelie bins with larger communal bins where possible, as there was some confusion about which team should collect the bins.

When the bins had still not been replaced one month later, Ms C emailed the council for an update but did not receive a response. She emailed two further times and again did not get a response, so she brought her complaint to us.

We contacted the council, who said that there had been delays due to competing priorities but agreed to carry out the review. However, Ms C was keen to ensure that the communication issues she had experienced were also addressed. The council accepted that they had failed to respond to her emails, so we upheld this complaint.

Recommendations

We recommended that the council:

- apologise for the failings identified; and
- contact Ms C to discuss her building's waste provision.