

SPSO decision report

Case: 201507653, The City of Edinburgh Council
Sector: local government
Subject: statutory notices
Outcome: some upheld, recommendations

Summary

Miss C complained about the council's response to her concerns about statutory notices issued at her property. In particular, she complained that the council had failed to follow the relevant procedures.

During our investigation we found no evidence that the council had failed to follow the correct procedures. We were satisfied that owners had been notified of the statutory notices and subsequently that, as owners had failed to carry out the required work, the council had authorised the organisation of the work. We were satisfied that evidence available demonstrated that owners had been kept updated on progress of the works. We therefore did not uphold this aspect of Miss C's complaint.

Miss C also complained that the council had failed to handle her complaint reasonably. While we were satisfied that the council had responded to Miss C's representations, the council accepted that they had failed to deal with her complaint within the timescales detailed in their complaints process. We therefore upheld this complaint.

Recommendations

We recommended that the council:

- apologise to Miss C for the delay in dealing with her complaint.