

SPSO decision report

Case: 201507782, Aberdeen City Council
Sector: local government
Subject: neighbour disputes and antisocial behaviour
Outcome: not upheld, no recommendations

Summary

Miss C complained that the council had failed to take reasonable steps to investigate and act on her complaints of anti-social behaviour. In response to Miss C's complaint, the council told her they had investigated her concerns. They noted that her reports were related to noise that would be expected during her neighbour's daily use of the property and that making this noise was not considered to be anti-social behaviour.

Miss C was unhappy with the council's decision. We investigated and noted that the council's anti-social behaviour team had responded to her reports of anti-social behaviour. On two occasions they had taken steps to warn her neighbour about the noise but were satisfied that on other occasions there were no instances of anti-social behaviour. They did note that her property had poor sound insulation and carried out works accordingly. However, Miss C continued to report noise.

We accepted that Miss C had suffered from the noise but were satisfied that the council had investigated Miss C's concerns and taken action where appropriate. We therefore did not uphold Miss C's complaint.