

SPSO decision report

Case: 201507850, Angus Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Outcome: some upheld, recommendations

Summary

Mr C complained regarding the council's handling of his reports of neighbour nuisance behaviour.

Mr C complained to the council about nuisance behaviour over a period of about a year. He said the council did not respond reasonably to his phone calls and emails, including to the council's helpline, and that they did not take reasonable action to address the behaviour. Mr C also said that the council did not respond reasonably to his complaint.

The council acknowledged that there were some issues with communication and complaints handling, and we therefore upheld these aspects of Mr C's complaint. However, they said they took reasonable action to address the nuisance behaviour.

Based on the information we received about the actions of the council and the circumstances of the case, we did not uphold Mr C's complaint that the council did not take reasonable action to address the nuisance behaviour.

Recommendations

We recommended that the council:

- feed back the findings of this investigation to the relevant staff; and
- provide an outline of the steps they will take to ensure messages via their helpline are handled better in the future.