

SPSO decision report

Case: 201601098, Argyll and Bute Council
Sector: local government
Subject: building standards
Outcome: some upheld, recommendations

Summary

Mrs C complained that the council had failed to adequately address the concerns she had raised with them regarding water penetration at the home of her mother (Mrs A). Mrs C also felt that the council had acted unreasonably in their response to her complaints.

The council did not accept that they had failed to adequately address the water penetration, but did concede in the course of this investigation that they should have recognised Mrs C's initial complaint as such, instead of dealing with it as a request for service.

We agreed with the council that their response to the water penetration concerns at Mrs A's home had been reasonable and we did not uphold this complaint. We did, however, uphold Mrs C's complaint about the council not responding reasonably to her complaint to them.

Recommendations

We recommended that the council:

- apologise to Mrs C for their failure to deal with her correspondence as a complaint.