

SPSO decision report

Case: 201601246, The City of Edinburgh Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Outcome: upheld, recommendations

Summary

Mrs C complained that the council had failed to address within a reasonable timescale her concerns about anti-social behaviour. Mrs C also felt that the council had not responded adequately to her complaints.

The council stated that they felt they had responded reasonably and in line with their procedures both in terms of the anti-social behaviour complaints and in terms of their complaints handling.

Our view was that the council had been at fault in not appropriately acting upon Mrs C's initial anti-social behaviour complaint. We also found that the council had not recognised an email from Mrs C as a complaint or dealt with it in accordance with their procedures. We therefore upheld Mrs C's complaints.

Recommendations

We recommended that the council:

- apologise to Mrs C for their failure to appropriately log her anti-social behaviour complaint and for their delay in commencing an investigation of her concerns; and
- apologise to Mrs C for their failure to deal with her correspondence as a complaint.