

SPSO decision report

Case: 201602129, East Lothian Council
Sector: local government
Subject: improvements and renovation
Decision: not upheld, no recommendations

Summary

Mr C complained that the council had unreasonably failed to act in line with their responsibilities in overseeing a programme of works that was carried out in the area by a third party company. Mr C considered that the works carried out at his home had not been done to a reasonable standard and also complained that the council had not handled his complaint about this appropriately.

After investigating Mr C's concerns about the oversight of the programme of works, we did not uphold his complaint. We found that the council had used a managing agent to oversee the programme of works and that there was evidence that a supervisory service was provided by them. While the council had no liability or responsibility for the works, we found that when issues arose at Mr C's property, they took an active co-ordination role to work towards resolving these.

We also found that Mr C's complaint had been handled in line with the council's complaints handling procedure. Consequently, we did not uphold this complaint.