

SPSO decision report

Case: 201602304, Glasgow City Council
Sector: local government
Subject: refuse collection & bins
Outcome: upheld, no recommendations

Summary

Mr C complained that the council failed to collect recycling and waste from his address as scheduled. He also complained about the council's handling of his complaint.

The council acknowledged there had been missed collections from Mr C's street and that reasons for this included collection crews having failed to record missed collections. This resulted in Mr C having to report missed collections and complain to the council on several occasions.

We found that until we enquired, the council had failed to investigate and respond to Mr C's second formal complaint about the bin collections. We therefore upheld Mr C's complaints.

The council have taken action to address their failings and Mr C told us the bin collection service was now consistent. We have therefore made no recommendations to the council.