

SPSO decision report

Case: 201602803, South Lanarkshire Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Miss C complained about the way the council dealt with her complaint to them. She was also unhappy that the council had issued warnings following an investigation into allegations of anti-social behaviour.

We were satisfied that the council demonstrated that a fair and balanced investigation into complaints of anti-social behaviour had taken place and that their discretionary decision to issue warnings was in line with their procedures.

We were also satisfied that the council could demonstrate that a full investigation of Miss C's subsequent complaint had taken place and that their letter explaining their decision was reasonable. As a result of our findings, we did not uphold Miss C's complaints.