

SPSO decision report

Case: 201603896, Perth and Kinross Council
Sector: local government
Subject: repairs and maintenance
Decision: some upheld, recommendations

Summary

Mr C complained that the council unreasonably failed to respond to his concerns of dampness, water leaks and mould, in line with their procedures. He also complained that they failed to respond reasonably after he reported problems with his boiler, and that customer service staff responded unreasonably when he phoned them to report his concerns.

We found that the council did not meet the requirements of their Responsive Repairs Policy in relation to the first two aspects of Mr C's complaint, and we upheld these. We were, however, satisfied that the council acted in line with their customer service standards and complaints procedure in relation to the third aspect of his complaint, and we did not uphold this part.

Recommendations

What we asked the organisation to do in this case:

- The council should provide a written apology which complies with the SPSO guidelines on making an apology.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.