

SPSO decision report

Case: 201604896, Fife Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Outcome: some upheld, recommendations

Summary

Mr C complained about the delay in the council responding to his complaint and that they failed to take reasonable action to address his concerns about anti-social behaviour.

The council took 11 months to respond to Mr C's complaint, and although they had apologised for the delay, we considered this delay to be unreasonable. We therefore upheld this aspect of Mr C's complaint.

The council said in their response to our enquiry that the complaint had not been recorded as a complaint. The council had partially upheld the original complaint but not explained why. We therefore made a recommendation in this regard.

We considered that the council had responded appropriately to Mr C's concerns about anti-social behaviour. We therefore did not uphold this aspect of Mr C's complaint.

Recommendations

We recommended that the council:

- explain to us the reason for their failure to record Mr C's complaint and to confirm what steps they have taken to ensure this does not happen again; and
- explain to us why the complaint was partially upheld.