

## SPSO decision report

**Case:** 201606166, Aberdeen City Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained that the council had wrongly invoiced him for repairs to his TV aerial. He disputed the repair and complained to the council. They explained that sub-contractors had found that the problem Mr C had reported was with his TV equipment rather than the council communal aerial, and he was therefore liable for the charge. The council produced evidence in support of their position, indicating that the work had been carried out. We found no evidence in support of Mr C's claim and accordingly did not uphold his complaint.

Mr C also complained that the council's handling of his complaint was unreasonable. We did not find any failings in the council's complaints handling. They had responded appropriately and provided the relevant information. We therefore did not uphold this complaint.