

SPSO decision report

Case: 201606237, West Dunbartonshire Council
Sector: local government
Subject: non-domestic rates
Decision: not upheld, no recommendations

Summary

Ms C complained that the council failed to assess her application for discretionary rate relief (discounts on business rates bills) in line with their obligations, and within an appropriate timescale.

Our investigation found that the council responded to Ms C within a reasonable timescale, and that the decision taken was reasonable. It is for the council to determine their policy in this area, and they applied their policy appropriately. We found that the fact that Ms C had not included the exact documentation indicated on the relevant application form meant the application needed a more detailed review, and this had taken time. For these reasons, we did not uphold the complaint.