

SPSO decision report

Case: 201607073, The City of Edinburgh Council

Sector: local government

Subject: complaints handling

Decision: not upheld, no recommendations

Summary

Mr C complained about the council's response to his complaint regarding a planning application in his neighbourhood. Mr C said he could not access a copy of the application to comment on it. He felt the council did not reasonably respond to his complaint about this, and were condescending and dismissive of his concerns.

We found that the council carried out a detailed investigation of Mr C's complaint. Their response dealt with the key issues Mr C raised in his complaint, and it was detailed and factually accurate about the relevant statutory and regulatory requirements. The response explained what the council did in relation to the application, acknowledged there had been a problem for Mr C accessing the application at the council's office, and outlined how the failings the council identified would be addressed. We did not find evidence that the council's response was condescending or dismissive of Mr C's concerns, although we accepted this was Mr C's perception of the response. We did not uphold Mr C's complaint.