

SPSO decision report

Case: 201607740, South Ayrshire Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Mrs C complained about the council's handling of reports of anti-social behaviour that she had made about one of her neighbours. Mrs C felt that the council had failed to take sufficient steps to address her neighbours behaviour based on the information that was available to them.

On investigation, we found that the council had followed their policies and procedures and appropriately investigated Mrs C's reports. However, they were limited in the action they could take, as Mrs C's neighbour was at that time believed to be a private homeowner. During the investigations, it came to Mrs C's attention that her neighbour may be privately renting the property and she reported this to the council. She did not have contact details for her neighbour's landlord and there was no record that the property was privately rented under the landlord registration scheme. This meant that the only options available to the council were to ask Mrs C to continue reporting any further incidents to build a body of evidence and refer both parties to mediation. However, Mrs C chose not to make any reports and did not feel it was appropriate to take part in mediation, so the council closed the case.

As the council had correctly followed their policies and procedures, we did not uphold this complaint.