

## SPSO decision report

**Case:** 201608496, West Lothian Council  
**Sector:** local government  
**Subject:** neighbour disputes and anti-social behaviour  
**Decision:** not upheld, no recommendations

### Summary

Ms C, who works for an advocacy and support agency, complained on behalf of her client (Ms A). Ms A had complained to the council about anti-social behaviour from a neighbour, in particular noise and dog fouling in the garden, but felt that they had failed to properly investigate her concerns. The council advised that they had responded appropriately to all of Ms A's complaints of anti-social behaviour, including carrying out regular visits to the property.

During the course of our investigation we found that there had been a number of occasions where Ms A had not allowed the council officers access to her property so that they could witness the noise from her neighbour. We also found that the council had contacted the neighbour and spoke to them about the complaints. The council also visited the area a number of times to look for dog fouling, and found no evidence. We did not uphold the complaint.