

SPSO decision report

Case: 201700452, Stirling Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: upheld, recommendations

Summary

Mr C is a council tenant and complained to the council about their failure to respond appropriately to his reports of his neighbour's anti-social behaviour. Mr C had been reporting anti-social behaviour for a number of years and the council started to take formal proceedings against the neighbour, however they stopped the action at a point, as they said that they received no further reports of anti-social behaviour from Mr C.

Mr C disputed this and received confirmation from Police Scotland of a number of reports that they had passed onto the council after the point when they had stopped the formal proceedings against the neighbour. Mr C complained that the council failed to inform him that they were no longer pursuing formal action against his neighbour.

In response to our investigation, the council acknowledged that they failed to investigate Mr C's reports of anti-social behaviour. They also acknowledged that they should have informed Mr C that they were no longer pursuing formal action against his neighbour. The council confirmed that they were reviewing their anti-social behaviour procedures and they invited Mr C to a meeting so that they can apologise and discuss his concerns. We upheld Mr C's complaints and asked the council to provide evidence of the action they said they would take.

Recommendations

What we asked the organisation to do in this case:

- The council should apologise to Mr C for their failings and invite Mr C to a meeting to discuss his concerns further should he wish to accept.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.