

SPSO decision report

Case: 201702614, Port of Leith Housing Association Ltd
Sector: housing associations
Subject: policy / administration
Decision: not upheld, no recommendations

Summary

Mr C complained that the housing association imposed restrictions on his contact with their services under their unacceptable actions policy. The restrictions stopped Mr C from contacting the association directly and required him to nominate a third party representative to communicate on his behalf. Mr C complained that these restrictions were unreasonable and that the association failed to make reasonable adjustments on account of his specific needs and disability.

We found that there was reasonable evidence to support the housing association's decision to place restrictions on Mr C's communication. They acknowledged that they could have improved their communication with Mr C and they have already taken steps to address this. However, we were satisfied that the housing association responded appropriately to Mr C's requests for reasonable adjustments. We did not uphold the complaint.