

SPSO decision report

Case: 201707165, Aberdeen City Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Ms C complained that the council failed to investigate and act on her reports of antisocial behaviour in her building.

We found that Ms C phoned the council a number of times to report what she felt to be antisocial behaviour relating to a neighbour. The council gave Ms C advice on what to do about reporting specific incidents of antisocial behaviour when they were actually happening. When Ms C escalated her concerns, the council investigated her reports of antisocial behaviour by discussing the situation with Ms C, gathering evidence from other relevant parties, and assessing that evidence to determine that, in the council's view, there was no antisocial behaviour. While Ms C disagreed with that view, her disagreement was not, of itself, evidence of an administrative failing by the council.

Ms C also complained about the council's handling of her complaint. We found that the council's handling of her complaint was in keeping with their complaints handling procedure, as they investigated and responded to the key points of her complaint.

We did not uphold Ms C's complaints.