

SPSO decision report

Case: 201707741, The Highland Council
Sector: local government
Subject: handling of application (complaints by opponents)
Decision: some upheld, no recommendations

Summary

Mrs C complained that the council failed to handle a planning application reasonably and failed to handle her complaint appropriately.

We took independent advice from a planning adviser. We found that the council had met their statutory obligations to make information about the application publicly available and had reasonably exercised their professional judgement in assessing the application. We found that the council's actions were reasonable and did not uphold this part of Mrs C's complaint.

In relation to the handling of Mrs C's complaint, we found that there was an inconsistency in the report on the planning application which had not been identified by the council's complaint investigation. We upheld this part of Mrs C's complaint and provided feedback to the council. However, we noted that this error did not make a substantive difference to the outcome of Mrs C's complaint.