

SPSO decision report

Case: 201801045, Dundee City Council
Sector: local government
Subject: policy / administration
Decision: not upheld, no recommendations

Summary

Mr C complained that the council failed to transfer a drain serving his property to a water provider. He also complained that they had failed to keep proper records and that they had failed to handle his complaints correctly.

We found that the council did not have a statutory obligation to transfer private drains to the water provider. We noted that they had asked the water provider to adopt the drain in question into the national network, but they declined to do so. We considered that the council had no obligation to keep records relating to private drains and had responded to Mr C's complaints reasonably. Therefore, we did not uphold Mr C's complaints.