

## SPSO decision report

**Case:** 201801313, Stirling Council  
**Sector:** local government  
**Subject:** communication / staff attitude / confidentiality  
**Decision:** some upheld, no recommendations

### Summary

Mr C complained to the council after they restricted his access to council properties following allegations of aggressive behaviour towards staff. He considered these accusations were unreasonable, and that the decision to ban him from properties was disproportionate. Mr C also complained about a delay in the council's response to his request to appeal the decision.

We found that the council had sufficient evidence that staff had felt intimidated by Mr C's behaviour to enact restrictions to his contact. We also found that they had reasonably put in place a point of contact through which Mr C could arrange access to facilities by prior appointment. We considered that the council had acted reasonably and within their discretion in making these decisions. Therefore, we did not uphold these aspects of Mr C's complaint.

In response to Mr C's complaint to them, the council had accepted that the delay he had experienced was unreasonable, provided an explanation for the causes of this, committed to ensuring this did not happen in future and apologised. Given this, we upheld Mr C's complaint about delays, but did not consider any recommendations were required.