

SPSO decision report

Case: 201802931, The City of Edinburgh Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Ms C complained that the council had unreasonably responded to her reports of anti-social behaviour.

We found that the council responded to and investigated her reports of anti-social behaviour but found that the noise witnessed was everyday living noise, and therefore, was not something they could take formal action against. The council suggested mediation as an option to resolve the conflict. We noted that the council followed their process in responding to Ms C's complaints, with the exception of closing the cases in writing and categorising the complaints. The council made contact with Ms C after each report, were clear about potential outcomes, liaised with relevant agencies and investigated Ms C's reports of anti-social noise. Therefore, we did not uphold Ms C's complaint.

We did provide feedback to the council regarding closing cases in writing and categorising complaints.