

SPSO decision report



Case: 201100059, North Ayrshire Council
Sector: local government
Subject: handling of application (complaints by opponents)
Outcome: not upheld, no recommendations

Summary

Mrs C complained that the council failed to correctly assess the planning application for an extension to a neighbour's property, because the planning officer did not view the site from Mrs C's property. She also complained that the planning officer did not have proper regard in his assessment to the measurements of the proposed extension, and that overdevelopment of the site has affected her privacy and amenity. We viewed the council's files and established that, although the planning officer did refuse to revisit the site to see it from Mrs C's property, they had previously viewed the site and taken photographs. It was the council's practice for planning officers to decide the number of visits required before coming to a decision. We did not uphold the complaint, as there was no evidence that the assessment of the planning proposal was not undertaken properly, and consideration was given to the representations made by objectors to the proposal.