

SPSO decision report

Case: 201004846, Fife Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Mr C was unhappy with the way the council had dealt with his complaints about repairs to his windows and the anti-social behaviour of his neighbour. He said that necessary repairs to the windows had still not been carried out and that the council had taken no action against his neighbour.

We found that one window repair had already been completed. The second was in the process of being done and was expected to be completed by the end of the month. Mr C had first complained about his neighbour in 2005, then again in 2007 but had not raised the matter again until early 2011. The council and police had found no evidence to corroborate Mr C's complaints about his neighbour and were, therefore, unable to take any action. The council had, however, sent incident diaries for Mr C to complete and return whenever an incident occurred. We urged him to do so, to give the council the opportunity to investigate the matter.

As we found the council had acted reasonably in both the matters Mr C complained of we did not uphold his complaints.