

SPSO decision report

Case: 201100708, Dunedin Canmore Housing Association
Sector: housing associations
Subject: complaints handling
Outcome: upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained that the association failed to deal with his complaint in an appropriate way or within a reasonable timescale. He had previously raised a number of concerns about the noise disturbance to his home caused by the quality of sound proofing between his home and the communal bin areas.

When we obtained the evidence it was clear that the association had taken significant steps to try and resolve the noise problem, including carrying out sound surveys and substantial works to try and improve the sound proofing. However, it was clear from our examination of the case that it took them a considerable time to investigate and respond to Mr C's complaint. For this reason we upheld his complaint.

As, however, the association had already taken steps to apologise, resolve the noise problem, carry out training and review their complaints procedure, we did not make any recommendations.