

## SPSO decision report

**Case:** 201100497, Dumfries and Galloway Council

**Sector:** local government

**Subject:** policy/administration

**Outcome:** some upheld, recommendations

### Summary

The council had approved a planning application for a new house on a site close to Mr C's home, although the application was subject to certain planning conditions. Mr C complained that since then the council had failed to enforce a condition about a landscaping scheme. He also complained that they had not properly dealt with his complaints about this.

Our investigation found that although Mr C was unhappy about it, the council had taken adequate steps to enforce the condition about which he was concerned, so we did not uphold his complaint about that. However, we also found that when he complained to them, the council did not deal with his complaint in accordance with their procedures, as they took too long to respond.

### Recommendations

We recommended that the council:

- formally remind their staff that when dealing with complaints, there are stated timescales to be adhered to.