

## SPSO decision report

**Case:** 201103483, Aberdeenshire Council  
**Sector:** local government  
**Subject:** parking  
**Outcome:** not upheld, no recommendations

### Summary

Mr C reported the possible misuse of a blue badge in a public car park to the council and did not receive a reply. When he reminded the council about this, Mr C received an apology for the delay and an assurance that the matter would be investigated and appropriate action would be taken. When Mr C asked for more information about what action would be taken, he was told that the badge holder would be written to. He was also told that the council were satisfied that the holder legitimately qualified for a badge but that they could not provide Mr C with details of the investigation as this was sensitive information. From the information that was made available, Mr C was not satisfied that the investigation into his complaint had been handled properly, or how the officers who had investigated his complaint about the handling of the matter could have reached this conclusion. Mr C also complained that the council did not meet the timescales for responding to his complaint.

We did not uphold Mr C's complaints. Our investigation found that the evidence confirmed that the council had investigated Mr C's complaint and taken appropriate action. We were satisfied that their reply was factually correct and set out the position as clearly as was possible, given that the information which could be released to him was limited as it related to personal information about a third party. This meant the council could not give him all the information he wanted. Finally we found that, although there was a delay in acknowledging Mr C's initial contact about the matter, the council had responded to later correspondence in accordance with their service standards.