

## SPSO decision report

**Case:** 201202329, Inverclyde Council  
**Sector:** local government  
**Subject:** other  
**Outcome:** some upheld, recommendations

### Summary

Mr C complained that, following the completion of a new school behind his property, his garden was experiencing flooding during heavy rain. Mr C was unhappy with the council's handling of his complaints about this and said that they had unreasonably failed to resolve the problem. He was also unhappy with the council's handling of his representations.

During our investigation we were satisfied that the council had provided evidence that they had taken action in an effort to resolve the problems. While Mr C remained dissatisfied, they were satisfied there was no other work they could reasonably carry out. They had said that maintenance work would be carried out to ensure the drainage system continued to function as designed. We, therefore, did not uphold this complaint. We did uphold his complaint about how they had handled his representations, as we found evidence that the council had failed to deal with Mr C's complaint in line with their complaints procedure.

### Recommendations

We recommended that the council:

- apologise for their overall handling of the complaint.