

SPSO decision report

Case: 201202410, Glasgow City Council
Sector: local government
Subject: noise pollution
Outcome: not upheld, no recommendations

Summary

Miss C complained that the council restricted her access to the noise complaint reporting system and failed to acknowledge her concerns as complaints about antisocial behaviour. She also complained that they unreasonably imposed restrictions on her contact with them, through their unacceptable actions policy.

Our investigation found that Miss C had met the criteria for bringing their policy into effect, in terms of both her behaviour and her demands. We also found that, although the council had told her they would not in future respond to Miss C's emails or phone calls, they had put in place alternative means for her to complain about antisocial behaviour or noise nuisance and had continued to receive and respond to her letters. We did not uphold her complaints, as we found no evidence that the council had breached their policy, and noted they had committed to a regular review of the restrictions imposed on Miss C.