

SPSO decision report

Case: 201202680, Hebridean Housing Partnership Ltd
Sector: housing associations
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Ms C complained that the housing association failed to offer a suitable resolution to her complaint about the condition of her garden. Our investigation found that the association investigated Ms C's concerns and explored what steps could be taken to improve the condition of her garden. They advised Ms C of their proposed solution but she was unhappy with that. However, we were satisfied that the association were entitled to decide what action to take in an effort to improve the condition of Ms C's garden. The fact that Ms C did not like the solution offered was not evidence that the association had failed to offer a suitable resolution and, because of that, we did not uphold Ms C's complaint.

In addition, Ms C complained that the association failed to deal with her complaint appropriately. However, after reviewing all of the evidence available, we were satisfied that the association took Ms C's complaint seriously and investigated the matter appropriately.