

SPSO decision report

Case: 201204721, Rosehill Housing Co-operative Ltd
Sector: housing associations
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C was unhappy when the co-operative restricted his contact with them using their unacceptable actions policy. They did this because they said they found the volume and content of his emails unacceptable. Mr C disagreed, saying that he only responded to what they sent him, and he did not think his correspondence was generally out of order.

We explained to Mr C that we would not give a view on whether his correspondence was inappropriate as that was a matter for the co-operative - we would only look at how they implemented the policy. Our investigation considered how the decision was taken, how it was communicated and how it was recorded and reviewed. We found that they had explained the decision, outlined the contact arrangements, confirmed how long restrictions would be in place, and recorded all this on their computer system. This meant that the co-operative had done as they should have and had implemented their policy reasonably, so we did not uphold Mr C's complaint.