

## SPSO decision report

**Case:** 201300798, Aberdeenshire Council  
**Sector:** local government  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that the council delayed in notifying him of a rodent problem affecting his property. He also said that they did not give him enough notice before warning him that they might take legal action against him about pest control treatment and that they did not reasonably investigate his complaints.

We found evidence that the council had told Mr C about the rodent problem within a reasonable timescale. Furthermore, we considered that their email warning him about possible legal action was reasonable, given that Mr C had told them he could not afford the cost of the treatment and did not know how to proceed. In terms of the handling of Mr C's complaint, we examined a significant amount of correspondence. We concluded that the council provided reasonable responses along with evidence to support their conclusions, and that this was provided within appropriate timescales.