

## SPSO decision report

**Case:** 201304160, East Lothian Council  
**Sector:** local government  
**Subject:** council tax  
**Outcome:** some upheld, no recommendations

### Summary

When Ms C complained to the council about issues to do with her council tax, they told her they would respond within five working days. They in fact replied after about three working weeks and when Ms C complained about this, they said that when they had reviewed her complaint they considered it was too complex for a response at the first stage of their complaints procedure, which has a five-day turnaround. They had, therefore, responded to it at stage two, within the twenty working day timescale for that stage. They accepted that they should have told her about this, and apologised. Ms C submitted further complaints to the council and was dissatisfied with the responses, so brought the matter to us.

We upheld Ms C's complaint that the council had not responded within five working days, but made no recommendations as we took the view that they acted appropriately after Ms C complained about this. We found that their responses to her other complaints were reasonable.