

## SPSO decision report

**Case:** 201403698, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** repairs and maintenance  
**Outcome:** some upheld, no recommendations

### Summary

Mr C complained on behalf of Mr A. He said Mr A's flat had not been redecorated as promised whilst Mr A was staying in temporary accommodation. Work on his kitchen had not been completed, and a damp problem within the bathroom had not been completely rectified. Mr C also said Mr A felt the investigation into his complaint had been partial and had unfairly discounted his version of events.

Our investigation found that the council had already acknowledged that Mr A's kitchen work and bathroom work had not been completed, and we upheld these complaints. The council had apologised and proposed an appropriate solution. Mr A had, however, subsequently moved tenancy and so we made no further recommendations. We found the council's investigation into Mr A's complaint had been conducted in line with their complaints handling policy and that there was insufficient evidence to uphold this complaint against the council.