

## SPSO decision report

**Case:** 201404640, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** statutory notices  
**Outcome:** not upheld, no recommendations

### Summary

Mr C had complained to the council about a statutory notice on his property. His complaint was reviewed by consultants acting on behalf of the council. He complained to us that the investigation process, as instructed by the council and carried out by the consultant, was not independent, thorough or fair. Mr C also complained to us that the council had not appropriately explained and documented the amount he was charged.

We found that the project that was subject to the statutory notice had been fully reviewed by the consultant and a sizeable adjustment had been made to the final bill. The council had not therefore acted unreasonably. Further, we found that the charges had been appropriately explained and documented and we were satisfied that Mr C received all of the information the council had provided to other owners in a similar position. In the absence of evidence that this was not the case or that the council had not followed usual practice in explaining and documenting their charges to Mr C, we did not have grounds to determine that the council acted unreasonably, so we did not uphold Mr C's complaint.