

SPSO decision report

Case: 201404902, Fife Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Ms C said that she had experienced unacceptable noise levels from a neighbouring flat. She called the council to report the disturbance and when officers visited they decided, as the tenants had just moved in, that the noise level was not unacceptably high. Ms C called the council's noise monitoring team the next day to complain that a reading had not been taken but she was unhappy about the way the officer spoke to her. She called the following night when there again was noise but the council did not come out to her property. The council's investigation considered her complaints about the member of staff and the anti-social noise and did not uphold her complaints. We considered the council's log of contact with Ms C, their procedures for dealing with noise and complaints handling and found that the officers had no evidence of anti-social noise to act upon and that the council had responded reasonably to her concerns in line with their procedures.