

## SPSO decision report

**Case:** 201406106, Falkirk Council  
**Sector:** local government  
**Subject:** policy/administration  
**Outcome:** some upheld, recommendations

### Summary

Ms C, a solicitor, complained to us on behalf of her clients, Mr and Mrs A. Mr and Mrs A were unhappy with the council's actions relating to a compulsory purchase order and repairs to a core path. A number of the issues complained of occurred outwith the last twelve months and we did not pursue those matters further. We upheld a complaint that the council failed to advise Mr and Mrs A promptly when the council revised their view on repairing the core path and began to consider a compulsory purchase order. We recommended that the council apologise to Mr and Mrs A for this delay, which they did. We did not uphold complaints about the council's overall communication with Mr and Mrs A.

### Recommendations

We recommended that the council:

- apologise to Mr and Mrs A for not advising them in a timely manner of their revised position in relation to their right to enter Mr and Mrs A's land without their permission.