

SPSO decision report

Case: 201406167, The City of Edinburgh Council
Sector: local government
Subject: refuse collection & bins
Outcome: upheld, no recommendations

Summary

Ms C complained that the council had failed to maintain their promise to ensure that the glass waste from the bins outside her property was collected as scheduled. When we asked them for information, the council took the opportunity to review the complaint and told us that they were sorry for their failure to sustain the level of service that Ms C was entitled to receive, and apologised for their shortcomings. They recognised that the short-term resolutions they had previously put in place for Ms C had not resolved the matter, and told us what they were doing to ensure a resolution.

We upheld Ms C's complaint as we found that the council had been at fault, but we were satisfied with the action they proposed. Although we made no recommendations as they had already taken action on Ms C's concerns, we did suggest that they write again, apologising for the failure in customer service.