

SPSO decision report

Case: 201500560, North Lanarkshire Council
Sector: local government
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

A gas inspection was carried out at Miss C's home via forced entry. Miss C complained that the council unreasonably failed to provide her with appropriate notice about the gas inspection. However, the evidence available confirmed that three attempts were made to gain entry to Miss C's home and appropriate notification was given that a forced entry would occur. The council acted within their remit and followed the appropriate procedures.

Miss C also complained that the council failed to provide a reasonable response to her complaint. However, we found that the council responded appropriately to the main points of the complaint raised by Miss C. Therefore, we did not uphold her complaints.