

SPSO decision report

Case: 201500931, Glasgow City Council
Sector: local government
Subject: maintenance and repair of roads
Outcome: upheld, recommendations

Summary

Mrs C said the council failed to repair potholes (in a lane she used to reach her work car park) by two dates they said they would get the work done. We found that the council's records said repair works took place by the first date, although Mrs C said she saw no sign of such works being carried out. The council's second response to Mrs C did not mention the repairs scheduled for completion around this date. The council acknowledged that they did not carry out repair works by the second date they gave to Mrs C and, given this, we upheld Mrs C's complaint.

Recommendations

We recommended that the council:

- apologise to Mrs C for failing to repair potholes in the lane by a date they previously stated; and
- provide us with a copy of their investigation into why the works to be completed by the second date were not instructed.