

SPSO decision report

Case: 201501305, West Lothian Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C complained that the council failed to follow their policies and procedures on anti-social behaviour when investigating their complaints about their neighbour.

We investigated the complaint and it was recognised that Mr and Mrs C had long-running concerns about their neighbour, and that counter allegations had been made about them. We found that the neighbour had been spoken to after incidents were reported and, on two occasions, had been issued with warnings by the council. Advice had been given and mediation was offered (but refused by the neighbour). Furthermore, in recognition of the breakdown in their relationship, the council had offered Mr and Mrs C a housing move. The council had made two offers, both of which were refused. While it was acknowledged that the situation was stressful and upsetting for Mr and Mrs C, there was no evidence that the council had not dealt with their complaints appropriately, so we did not uphold their complaint.