

SPSO decision report

Case: 201502012, Glasgow City Council
Sector: local government
Subject: improvements and renovation
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C complained about the standard of work undertaken at their property by a company installing insulated cladding. The company had a contract with the council, who were coordinating this work under Scottish Government grant funding. The company were responsible for offering the insulation works to owner occupiers, and Mr and Mrs C signed a contract for them to deliver this work.

The council's role was to monitor the works as they were being undertaken, to ensure that they were of an appropriate standard, and to ensure that appropriate materials were used. This was to ensure that the final product fulfilled the criteria for a full warranty on the works. They also took on a role as intermediary in any dispute between the company and Mr and Mrs C.

Our investigation found that the council inspected the works as they progressed, and were satisfied with the work on site. Mr and Mrs C started to express dissatisfaction when the work was nearly completed. The council discussed these concerns with them and with the company. Over the period of a year they worked with both sides to try and find a satisfactory resolution to the issues raised, but Mr and Mrs C remained dissatisfied.

We found that the council had fulfilled their responsibilities in relation to the work being undertaken and we did not uphold Mr and Mrs C's complaint. We did however note that Mr and Mrs C's contract was with the company, so they could pursue the issue further with the company if they wished to do so.