

SPSO decision report

Case: 201507724, East Lothian Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Outcome: not upheld, no recommendations

Summary

Mrs C complained that the council had failed to take all appropriate steps in relation to her reports of anti-social behaviour. During our investigation we noted that the council's anti-social behaviour policy gives staff discretion to decide how to investigate complaints and to decide what action, if any, should be taken. By law, we are not able to question these decisions unless there is evidence of administrative error in reaching the decision. The council's policy indicated that mediation and noise monitoring should be considered and we saw evidence that this had happened. We were satisfied that the council had taken appropriate steps in line with their policy, and so we did not uphold this complaint.

Mrs C also complained that the council had not properly considered and assessed her claim for damage caused to her property. During our investigation we found that the insurers had been supplied with sufficient information by the council. We therefore did not uphold this complaint.