

SPSO decision report

Case: 201508173, The City of Edinburgh Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Outcome: upheld, recommendations

Summary

Miss C complained that the council had failed to properly handle numerous complaints about noise from her downstairs neighbour that she had been experiencing for two years.

We found that the council's initial response to Miss C's noise complaints was appropriate and in line with their Antisocial Behaviour Policy.

However, aside from a period of time when the council were trying to work with the neighbour to reach a long-term resolution, we were concerned that the council had allowed the behaviour to continue for so long without further action being considered or taken under the Antisocial Behaviour Policy. We also had concerns that an internal review had concluded that the behaviour had improved, even though Miss C continued to report noise complaints. We therefore upheld Miss C's complaint.

Recommendations

We recommended that the council:

- apologise to Miss C for the failings identified in this investigation; and
- review Miss C's noise complaints in line with the Antisocial Behaviour Policy and fully consider all options available to properly address her complaints.