

SPSO decision report

Case: 201602813, Glasgow City Council
Sector: local government
Subject: refuse collection & bins
Outcome: upheld, recommendations

Summary

Mr C complained that the council failed to take reasonable action to ensure his bins were collected. We contacted the council, who did not respond to our enquiries in full. We therefore upheld Mr C's complaint.

Recommendations

We recommended that the council:

- apologise to Mr C for the failure to ensure that he receives a reasonable bin collection service;
- produce a detailed strategy to ensure that Mr C's bins are sufficient in number, are collected regularly in line with the council's obligations and are monitored for a three-month period to ensure collection; and
- provide this office with a copy of the strategy mentioned above.