

SPSO decision report

Case: 201603129, The City of Edinburgh Council
Sector: local government
Subject: statutory notices
Decision: some upheld, recommendations

Summary

Mr C complained to us about the council's involvement in statutory notice works that had been carried out to his property over four years. Mr C had several concerns, including the tendering process for the contractors, the communication with owners about the works, the management of the works, the decision to charge all owners in equal shares, and the billing and debt recovery process. Mr C also complained that the council had failed to respond reasonably to his complaints and that they had not answered all of his questions regarding an independent review that was carried out of the statutory notice projects.

Our investigation found that the council had appropriately and reasonably followed their policies and guidance with regard to the issues about which Mr C complained. However, we found that they had failed to respond in full to the first of Mr C's three formal complaints. Therefore we upheld this aspect of Mr C's complaint.

Recommendations

We recommended that the council:

- apologise for failing to respond in full to Mr C's first formal complaint.