

SPSO decision report

Case: 201604372, Perth and Kinross Council
Sector: local government
Subject: communication, staff attitude, dignity and confidentiality
Outcome: some upheld, recommendations

Summary

Mr C complained that a housing officer unreasonably approached him in the street and accused him of causing nuisance. Mr C said he had previously told the council about a health issue, and had asked them to notify him in advance of any visit.

We found that Mr C had told the council about a disability, and had asked them to alert him in advance of any visit. The council said the officer who approached Mr C did not know who he was when they approached Mr C. We could not prove by means of the evidence available exactly what the officer who approached Mr C knew about the situation. We found that the officer was entitled to ask the kind of questions they put to Mr C. We therefore did not uphold this aspect of Mr C's complaint. However, we noted the officer could have been better informed and prepared in advance of the visit.

Mr C also complained that the council failed to follow the correct procedures when investigating the matter. We found that the council had in the main done what would be expected in similar situations. However, the council's tenancy management procedures were not followed, as no case closure letter had been sent. We upheld this aspect of Mr C's complaint.

Recommendations

We recommended that the council:

- review the existing tenancy management procedures and/or remind staff of their obligations under those procedures.