

SPSO decision report

Case: 201607427, Clackmannanshire Council
Sector: local government
Subject: improvements and renovation
Decision: not upheld, no recommendations

Summary

Mr C complained to the council that an energy performance certificate (EPC) for his home was inaccurate as no assessment was carried out. The council advised him that they considered the assessment had been carried out. Mr C was dissatisfied and complained to us. The council provided us with a written statement from the assessor that he had carried out the assessment as noted on the EPC. We decided that there was no firm, objective evidence to allow us to determine whether Mr C or the council's position was correct. Given this, we did not uphold the complaint.