

## SPSO decision report

**Case:** 201608251, Glasgow City Council  
**Sector:** local government  
**Subject:** refuse collection & bins  
**Decision:** upheld, recommendations

### Summary

Mr C reported missed recycling bin collections to the council. He said that he reported these to the council on more than one occasion, and that his case was closed with no subsequent collection of the bins. He raised a formal complaint and the council responded by apologising and advising that the recycling bins had since emptied and that the service had returned to schedule. Mr C said the bins had not been collected. He said that after he raised his complaint, a council employee came to his house and spoke to his mother-in-law, however they did not leave any contact details so Mr C could not follow up the visit properly. He said he received no communication from the council about when the bins would be collected. Mr C complained to us that the council unreasonably failed to collect his recycling bins, and that they failed to adequately investigate and respond to his complaints.

We found that, while the council had identified issues with bin collection in Mr C's area, they had not taken the necessary steps to ensure that bins were emptied as per their schedule. We found that the council failed on a number of occasions to empty Mr C's recycling bins and we upheld this aspect of the complaint.

We found that the council did not provide Mr C with reasons for their failings and they did not provide him with a formal response at stage one of his complaint. We upheld this aspect of the complaint.

### Recommendations

What we asked the organisation to do in this case:

- Write to Mr C with an apology and provide Mr C with a copy of the schedule for bin collections at his property.
- Monitor the area for a period of eight weeks to ensure bins are collected on schedule.
- Write to Mr C with a thorough explanation for their failings and advise him of the steps they have taken to address his complaints.

In relation to complaints handling, we recommended:

- Take steps to ensure that all complaints handling staff are familiar with the complaints handling procedure, and identify and address any additional training needs.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.