

SPSO decision report

Case: 201608278, Falkirk Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Ms C is a council tenant and she reported a number of incidents of her neighbour's anti-social behaviour to the council. Ms C complained that the council failed to address her complaints about her neighbour's anti-social behaviour within a reasonable timescale. The council advised Ms C they can only investigate the anti-social behaviour if they have corroborating evidence. Our investigation found that the council did investigate Ms C's complaints correctly. When Ms C raised further reported further incidents of anti-social behaviour the council obtained witness statements from other neighbours which corroborated Ms C's complaints. The council met with the neighbour and issued her with a written first warning. The neighbour subsequently moved out of her property. We did not uphold Ms C's complaint.