

SPSO decision report

Case: 201703277, The City of Edinburgh Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: not upheld, no recommendations

Summary

Miss C complained about the council's response to her reports of anti-social behaviour by her upstairs neighbour. The complaints largely concerned the noise caused by her neighbour's children and rubbish being left in communal areas. She did not consider the council's response or the actions they carried out to be adequate. The council carried out a number of actions to try to manage Miss C's neighbour's behaviour and mitigate any noise transference between properties. However, Miss C did not consider these actions to go far enough and ended up moving home.

After reviewing the council's records and their anti-social behaviour policy, we concluded that the actions taken were reasonable and appropriate. We acknowledged the fact that some of the actions taken were not successful but emphasised that this, in itself, is not an indication of maladministration or service failure. We also considered that the council kept Miss C involved, responded appropriately to her concerns and provided explanations for why they were not considering other approaches. Therefore, we did not uphold the complaint.