

SPSO decision report

Case: 201800864, The City of Edinburgh Council
Sector: local government
Subject: neighbour disputes and anti-social behaviour
Decision: some upheld, no recommendations

Summary

Mr C complained that the council failed to investigate his complaints about anti-social behaviour properly, resulting in him being put at risk. Mr C said he had been threatened and harassed but the council had failed to act on his complaints, deliberately ignoring him so that a final warning issued to his neighbour could lapse.

We found that Mr C's complaints of anti-social behaviour had been investigated. When the council had been able to verify the complaints, they had taken action against Mr C's neighbour, including issuing a final warning. There was no evidence that one had been issued and allowed to lapse, or that Mr C had complained of direct threats to his safety. Therefore, we did not uphold this aspect of Mr C's complaint.

Mr C also complained that the council failed to deal with his complaints about the level of service he had received. We found that the council had acknowledged a failure to respond timeously to Mr C's complaints and apologised appropriately. We upheld this aspect of Mr C's complaint but made no further recommendations.