

SPSO decision report

Case: 201801064, Stirling Council
Sector: local government
Subject: policy / administration
Decision: not upheld, no recommendations

Summary

Mr C submitted a housing application to the council, which was refused. Mr C complained that the council responded to his request unreasonably. The council said that allowing Mr C's request would have meant that the housing waiting list was effectively bypassed, and that there was a high demand in that area for the type of housing Mr C had requested.

We reviewed the relevant information and legislation. We found that the housing legislation gives the council discretion to consider what are reasonable grounds for refusing an application. It also allows for the council to refuse permission due to others waiting for housing who may have a greater need. We found that the explanation provided by the council was in line with the council's policies and with housing legislation. We did not uphold the complaint.