

SPSO decision report

Case: 202210170, West Dunbartonshire Council
Sector: Local Government
Subject: Repairs and maintenance
Decision: resolved, no recommendations

Summary

C complained about the fitting of new windows to their property. C said there was wind, water, and noise ingress and the window units were not fitted correctly - specifically that they were not the correct size. When reporting this to the council, some workmen agreed with C's position and others considered that there was no issue. C took photographs of holes around the windows before these were covered with MDF wood by the council. C told us that the council had not repaired the holes; instead they had packed the holes with insulation before providing new MDF surrounds.

Our initial view of the complaint indicated that the council had not appropriately investigated the issues C reported, and may have not appropriately resolved matters (i.e. by covering with MDF and using insulation). The council asked the manufacturer of the windows to inspect them. The manufacturer said that the window units were not faulty. The council then decided that nothing further could be done. Our initial assessment of the complaint identified that the council could not evidence the outcome of the manufacturer inspection. As such, we asked the council if they would be willing to arrange an independent inspection and report and take any follow-up actions identified to resolve the issues. The council initially declined this opportunity but later felt it would be appropriate for them to take this action.

Therefore, we closed the complaint as resolved as the council agreed to take the action requested. However, we have made clear if the issue is not resolved and/or C remains unhappy that they can come back to us and we may re-open the complaint and consider it further. We have asked the council to provide evidence of the action taken.