

SPSO decision report

Case: 202501408, Albyn Housing Society Ltd
Sector: Housing Associations
Subject: Neighbour disputes and anti-social behaviour
Decision: resolved, no recommendations

Summary

C complained about how the association had responded to reports of antisocial behaviour and remained dissatisfied at the conclusion of the association's complaint procedure. C sought an acknowledgement of failings, an apology and steps to be taken to ensure the association's handling of reports of antisocial behaviour was improved.

The association agreed to provide an acknowledgement and apology and had undertaken action to improve their handling of reports of antisocial behaviour. Therefore, we closed the complaint as resolved.