

## SPSO decision report

**Case:** 201100228, Dundee City Council  
**Sector:** local government  
**Subject:** road authority as developer, road alterations  
**Outcome:** not upheld, no recommendations

### Summary

In November 2010 those in the area of the street on which Mr C's business is situated was advised that works to improve the appearance of the street would begin in a few days. Mr C was concerned that he had not been consulted on these works and raised this issue with the council via several councillors. An initial response from the council said that they had consulted in 2009 and subsequent responses stated that consultation had been undertaken in February 2010. Mr C remained dissatisfied at the end of the council's complaints process and raised his complaint with us. He also said that the council had provided conflicting information about when consultation had occurred and was unhappy with the time that it had taken for him to receive responses to his correspondence.

Upon investigation we could see no evidence that the council had not consulted properly on the works. The council also explained that the seeming discrepancy in dates had been a genuine error. We did not consider the delays in Mr C receiving responses to his correspondence to be the fault of the council.