

SPSO decision report

Case: 201004586, East Lothian Council
Sector: local government
Subject: council tax (incl community charge)
Outcome: not upheld, no recommendations

Summary

Mr C complained that the council failed to properly calculate his council tax and his water and sewerage charges. In addition, he complained that they issued numerous bills, which he considered were incorrect, failed to advise him of his right to appeal his charges, refused to clarify what he owed and improperly pursued him for outstanding monies.

We examined the background to the council tax and water and sewerage charges to which Mr C was liable and also reviewed the discounts and benefits to which he was entitled. We also examined the correspondence sent to him by the council. From our examination of the case it was clear that the council had correctly calculated his council tax and his water and sewerage charges and had explained very clearly, on a number of occasions, the reasons for their calculations. For this reason we did not uphold Mr C's complaints.