

SPSO decision report

Case: 201102095, East Lothian Council
Sector: local government
Subject: complaints handling
Outcome: upheld, action taken by body to remedy, no recommendations

Summary

Mr C was dissatisfied with the council's response to a complaint he raised with them about the time taken to reach a decision on planning applications. He complained that the council did not make clear whether his complaint had been upheld and did not provide reassurance that steps had been taken to ensure there would be no repetition of the situation.

We upheld Mr C's complaint. However, the council made clear in their responses to this office that the complaints had been upheld and that they had taken steps to ensure the situation would not recur, and so we did not make any recommendations to the council.