

SPSO decision report

Case: 201100605, South Lanarkshire Council
Sector: local government
Subject: council tax (incl community charge)
Outcome: resolved, action taken by body to remedy

Summary

Mr C has health problems and he found his contact with the council difficult. He complained that when the council pursued him for council tax arrears, they failed to take into account in the payment plan offered to him that he was on council tax benefit. He also complained that the council did not properly investigate his complaint about the handling of his council tax account and the attitude of staff. Mr C told us that it would solve his complaint if agreement could be reached with the council on a payment plan which was reasonable, because it took account of his circumstances, and if they looked into the handling of the matter.

The council offered to find a way of resolving the complaint by meeting with the complainant, or some other form of communication if this was more acceptable to him. Mr C agreed to this suggestion and we closed our file on the basis that a resolution was being pursued by the council.