

## SPSO decision report

**Case:** 201608771, West Lothian Council  
**Sector:** local government  
**Subject:** neighbour disputes and anti-social behaviour  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained to the council about her neighbour's dog barking. Ms C believes her neighbour is keeping more dogs at their home than they have permission for. She told us she felt the council did not take her concerns seriously and they did not follow the procedure they advertise on their website. The council responded to her complaint and told her that the Safer Neighbourhood Team does not deal with dog barking. The council advised Ms C that she has the option to pursue private legal action.

Our investigation found no evidence that the council failed to take the appropriate action in line with their policies. The council were not able to take further action as they required independent evidence of the dog barking. We did not uphold this complaint. Our investigation did find the information provided on the council's website was out of date. They informed us that they had already made some changes, but we found that there was still some incorrect information on the website and we asked that they send us evidence that they have corrected all of the conflicting information.