

## SPSO decision report



**Case:** 201805833, North Lanarkshire Council  
**Sector:** Local Government  
**Subject:** neighbour disputes and anti-social behaviour  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained that the council had unreasonably acted in contravention of the title deeds of his property, that they had unfairly discriminated against him and his family and that they had failed to investigate his complaints over six months.

We found that the council had taken reasonable steps to resolve a boundary dispute between Mr C as a property owner and his neighbour, who was a council tenant. We could not determine whether the council had contravened the council deeds as this is not a matter we can consider. We found that council staff had not treated Mr C or his family unfairly, although we recognised that he and members of his family had found dealing with council staff distressing at times. We also found that the council had responded reasonably to Mr C's complaints with evidence they had followed their procedures correctly. We did not uphold Mr C's complaints.