

SPSO decision report



Case: 202004623, North Ayrshire Council
Sector: Local Government
Subject: Trading Standards
Decision: not upheld, no recommendations

Summary

C complained about the advice received and actions taken by trading standards in relation to concerns that they had reported about a builder who had undertaken work for two of their relatives. C said that the council did not provide them with adequate information regarding the steps they could take to establish if they had cause to take further action against the builder, and the timescale in which this was required to be done.

We found that the council had reasonably explained the steps taken in reviewing C's complaint. Whilst we recognised that no information had been given in relation to issues which were time barred, we considered it could not be known until completion of the assessment which matters could be progressed. Therefore, we did not uphold this part of C's complaint.

C complained that the council suggested they obtain an independent report of the work completed at personal cost to them. We found that C had sought advice from other sources, and we considered their decision to commission the report had been informed by their wider research and not just on the advice given by trading standards. We also did not find any evidence to support that C had been told that an independent report would be required before their case could be taken to the procurator fiscal. Therefore, we did not uphold this part of C's complaint.

C also complained that the council provided them with an inconsistent and inadequate response to their complaints. We found that the response was in keeping with the information shared with C by trading standards. Therefore, we did not uphold this part of C's complaint.