

**Julie Harris and Lance Thompson**

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Letham  
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KY15 7RN  
Tel: 01337810434

10 March 2010

Mr R Hinds  
Chief Executive  
Fife House  
North Street  
Glenrothes  
KY7 5LT

Dear Mr Hinds

**Ice and Snow a Serious Danger on School Brae, Letham: Ref 09/597632**

We are writing to you under the provisions of Fife Council's Complaints Procedure. In brief, we have been in communication with Ms Sara Wilson (Roads Services) regarding our complaint about the complete lack of service during a period of 27-days through the winter period. The response we have received from the council is totally unacceptable, and under the provisions of the complaints procedure contacting your office is the next stage of the procedure.

**Overview:**

School Brae, Letham, is a minor road that connects Letham Primary School to the Letham-Monimail road.

The Brae precedes uphill from central Letham at a gradient varying between 10% and 13% - the steepest gradient being that just before the school at the top of the hill.

In the immediate vicinity of the school there are a number of households (four in total) where the average age is around 70-years.

School Brae, Letham, is listed on Fife Council's web site as "Not Adopted".

For a period of 27-days during the height of this winter's snows School Brae was completely covered in thick snow and ice. No attempt was made by the council to clear the snow, and there was no delivery of grit/salt to the three small grit-bins on the Brae, also refuse and waist collection ceased. Complaints from the residents of School Brae to the council were not acted upon.

The conditions of School Brae were made all the more problematic by a leaking culvert under the brae that has been malfunctioning for several years. The deposition of water on the lower brae froze, making the junction of the brae to the main village-road particularly dangerous.

**Documents enclosed:**

- Fife Council's Complaints Procedure
- Cover e-mail of our complaint to Fife Council (21 Dec 09)
- Our complaint to Fife Council (21 Dec 09)
- Cover e-mail of our addendum to our complaint (30 Dec 09)
- Addendum to our complaint (30 Dec 09)
- Cover e-mail to Ms Wilson responding to her letter (29 Jan 10)
- Letter from Ms Wilson responding to our complaint (27 Jan 10)
- Our third letter, responding to the above (29 Jan 10)
- Response from Ms Wilson to our third letter (9 Feb 10)
- Our e-mail requesting (again) for the complaints procedure (9 Feb 10)
- Our e-mail responding to the statements made by Ms Wilson (11 Feb 10)

We request that you read in full the enclosed documents.

The last communication we have had from Ms Wilson (other than a brief e-mail finally responding to our request for the complaints procedure on 12 Feb) stated that she had passed our complaint on to Roads Management, and that we would have a response before the end of February. It is now some 10-days past the date we were told we would get a response; we are therefore left with no alternative but to move to the next stage of the internal appeals process – contacting your office.

**Remedies:**

As is required by the SPSO, in order to attend in full to our complaint the council must:

1. Adopt School Brae, Letham.
2. Inform all residents of the Brae of this adoption.
3. Attend to the leaking culvert under the Brae.
4. Place larger grit/salt bins along the Brae.
5. Recognise that 27-days of dangerously iced-up, steep, road being left unattended by the Council is completely unacceptable.
6. A refund of council tax for the 27-day period.

We request that you investigate the above complaint under the auspices of Fife Council's Formal Complaints Procedure.

Yours truly,

Lance Thompson     Julie Harris