

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Environmental Standards Scotland response - case ref. IESS.23.010  
**Date:** 10 February 2023 08:05:00  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Dear [REDACTED],

Thank you for submitting a representation form to Environmental Standards Scotland.

I have been trying to contact you to discuss your concerns however unfortunately I have been unsuccessful in reaching you, therefore I would like to offer you the following response.

Within your representation you advise of public health concerns relating to an accumulation of rats within Paisley town centre. You confirm that to date you have not made contact with your local authority, Renfrewshire Council and therefore I recommend this is the first route you should pursue. Environmental health or pest control officers have the powers to investigate complaints of this nature as the rats are located on public land / a public building.

If after contacting Renfrewshire Council you feel dissatisfied with the response, action(s) or service provided then the appropriate oversight body to approach at this point is the Scottish Public Services Ombudsman (SPSO) ([www.spsso.org.uk](http://www.spsso.org.uk)).

I hope this response is helpful, please do not hesitate to get back to me if you require any further assistance.

Kind regards,

[REDACTED]

[REDACTED]  
Senior Investigations Officer  
[REDACTED]

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