

## SPSO decision report



**Case:** 201003821, Grampian NHS Board  
**Sector:** health  
**Subject:** policy/administration  
**Outcome:** some upheld, action taken by body to remedy, no recommendations

### Summary

Mr C attended the board's podiatry department in a health centre for an appointment to try on foot orthotics that had been modified for his foot. When he arrived the receptionist told him he had no appointment. Discussion about this matter escalated but, ultimately, his appointment was found and progressed as planned. He complained to the lead clinician that day but was dissatisfied with their response about the attitude and actions of the receptionist. He remained dissatisfied following completion of the the board's complaints procedure and raised these issues, as well as complaints handling issues, with us. We upheld the complaint that the receptionist had provided inaccurate information about Mr C's appointment but given that this was resolved, acknowledged and apologised for on the day, we did not consider any further action was necessary. We saw no objective evidence to support the complaint that the receptionist had been aggressive or abusive towards Mr C, and considered that the board's response to his complaints was reasonable.