

## SPSO decision report



**Case:** 201004494, South Lanarkshire Council  
**Sector:** local government  
**Subject:** complaints handling  
**Outcome:** some upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained that a Council joiner refused to leave his home when attending with a gas engineer and housing officer. This was following a visit by the Council to force entry, if necessary, to carry out a gas inspection. Mr C alleged that the gas engineer was not qualified and placed the incorrect type of warning sticker on the boiler. He also complained that the Council failed to deal with his complaint effectively, and in line with their procedures. We did not find sufficient evidence to show that the joiner had refused to leave Mr C's house and did not uphold this aspect of his complaint. We also did not uphold his concerns about the gas engineer as the Council's external auditors were satisfied with the action taken. We did, however, uphold his complaint that the Council failed to respond to his complaint in line with their procedures. We found that the Council did not comply with their timescales when responding to the complaint. As they had already apologised for this earlier in the process, however, we made no further recommendations.