

## SPSO decision report

**Case:** 201005281, Tayside NHS Board  
**Sector:** health  
**Subject:** policy/administration  
**Outcome:** not upheld, action taken by body to remedy, no recommendations

### Summary

Mrs C complained that a nurse had inappropriately discussed social work matters in front of her and her son, Master A, during a 1-2-1 meeting that resulted in Master A becoming upset and distressed. Mrs C also complained about the board's handling of her complaint about the discussion and that her complaint against the nurse had not been addressed. The board had investigated Mrs C's complaint and met with her, however, this had not resolved matters and Mrs C brought her complaint to the SPSO.

We did not uphold the complaint against the nurse as there was no evidence to substantiate the allegations. We did not uphold the complaint that the board's handling of the investigation into the alleged discussion that took place at the 1-2-1 was inadequate. We noted that before Mrs C brought the complaint to us the board had apologised for a delay in their final response being sent to her.