

SPSO decision report

Case: 201101546, Care Inspectorate
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C is the manager of a facility catering for young people which is subject to regular inspection, initially by the Care Commission and, since 1 April 2011, by the Care Inspectorate. His complaint related to an incident that occurred during an inspection by Care Commission officers when he queried the lead officer's authorisation to inspect documents relating to one of his employees. As a result of the inspection, Mr C's facility was given what he considered to be ridiculously low gradings. Mr C complained that the Care Commission's inspection and subsequent report into his facility had been inadequate and that the Care Commission and Care Inspectorate failed to adequately handle his complaints.

Our investigation found that the Care Commission had followed their normal inspection process and the process of sharing their draft inspection report. We found no evidence of inadequacy in the handling of Mr C's complaint by the Care Commission or the review of complaint handling by the Care Inspectorate.