

SPSO decision report

Case: 201103632, Perth and Kinross Council
Sector: local government
Subject: complaints handling (incl social work complaints procedures)
Outcome: some upheld, action taken by body to remedy, no recommendations

Summary

Mr C acts as guardian and carer for his disabled adult son. He complained that the council did not properly investigate a complaint that he made on behalf of his son. He also said that they did not provide advice about the social work complaints procedure, by failing to tell him that he could take the matter on to a complaints review committee.

We found that the council's complaints procedure was quite clear about the steps that should be taken. Our investigation, however, identified several areas where this process was not followed. These included delay in appointing an investigating officer, failure to interview Mr C, and providing him with details of the procedure only after they had sent him their decision on his complaint.

We did not uphold the second complaint, as it was clear that Mr C was given detailed information about the next stage of the process, and an extension of the period to request a review.