

Case: 201100537, Glasgow City Council
Sector: local government
Subject: private sector grants and loans; house condition surveys
Outcome: some upheld, action taken by body to remedy, no recommendations

Summary

Mr C's mother (with Mr C's help and following discussion with a social work officer) applied for grant assistance to install a walk-in shower in her home. Mr C raised a number of concerns about the council's handling of the housing improvement grant. In particular, he was concerned about the adequacy of the information provided and the level of contact with him during the processing of the application. He also complained that the council failed to deal with his complaint properly.

Our investigation found that the council had correctly handled the improvement grant but that they had failed to contact Mr C about additional works required to the bathroom which if not carried out would have resulted in the application being rejected. The council had instead contacted the contractor direct on behalf of Mr C.

We also found that, while the council had handled the complaint in line with their complaints process, they had failed to respond to one letter within the timescales set down in their complaints process. The council apologised to Mr C for the delay in responding to that letter.