

SPSO decision report

Case: 201103575, Grampian NHS Board

Sector: health

Subject: complaints handling

Outcome: not upheld, no recommendations

Summary

Miss C complained about how the board handled her complaint. Our investigation established that there had been some delay by the board in replying but that their complaint file showed that they had been actively working on the complaint the whole time. They had also replied very promptly to two further complaint letters from Miss C on the same subject. Other aspects of their complaints handling were good. For example, it was clear they had investigated thoroughly. Although we would not condone delay, we did not consider, in the circumstances of this case, that there were sufficient grounds to uphold the complaint.