

## SPSO decision report

**Case:** 201104158, Falkirk Council  
**Sector:** local government  
**Subject:** complaints handling  
**Outcome:** upheld, recommendations

### Summary

Miss C was dissatisfied with the council's handling of her and her partner's housing complaints.

We upheld her complaint. We found that that the council had not responded reasonably to the complaints and that they did not provide responses or updates in line with their complaints procedure. We found that they unreasonably considered the complaints twice at the first two stages of the complaints procedure, and repeated incorrect statements about Miss C after they had apologised for this. We made recommendations for improvement.

### Recommendations

We recommended that the council:

- apologise for failing to handle the complaints in line with their procedures; and
- take steps to ensure that they keep complainants updated when they are unable to respond to complaints within the published timescales.