

SPSO decision report

Case: 201200189, South Lanarkshire Council
Sector: local government
Subject: policy/administration
Outcome: upheld, action taken by body to remedy, no recommendations

Summary

Ms C entered into a tenancy agreement, but almost immediately there were problems with the property and the landlord. These were made worse when a technical fault meant that her housing benefit was delayed. Ms C considered that the council had not been helpful to her when she approached them and that they had inappropriately given information to her landlord. She complained to them about this. The council investigated, accepted that her concerns had not been referred to the correct department as early as they should have been and took steps to ensure there could be no repetition of this. Ms C was dissatisfied and complained to us.

We agreed that the council had not referred her concerns to the correct department as early as they should have and noted that the same issue had arisen in dealing with her complaints. We, therefore, upheld her complaint, but as the council had taken action to change this for the future, we made no recommendations.