

## SPSO decision report

**Case:** 201200229, Glasgow City Council  
**Sector:** local government  
**Subject:** complaints handling (incl social work complaints procedures)  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained about the way the council responded to his complaints about the care provided by the council's social work services, and in particular by his son's mental health officer. His complaint had been considered by an independent complaints review committee hearing, as required by the statutory social work complaints procedure.

We reviewed the process the council followed and were satisfied that they had investigated and responded to his complaint in line with the social work complaints procedure. As a result, we did not uphold his complaint.