

SPSO decision report

Case: 201201810, Dumfries and Galloway Council
Sector: local government
Subject: hall letting, indoor facilities, libraries, museums etc
Outcome: some upheld, no recommendations

Summary

Mrs C complained to us that the council took too long to acknowledge and respond to a complaint that she had made to them. She said that they had not properly explained how different parts of her complaint were going to be handled, and failed to respond to one of her complaints altogether.

Our investigation found that there was a delay in Mrs C's complaint being logged with the correct team and we upheld that complaint, but we did not find any unreasonable delays in responding to the issues Mrs C had raised. This was a complex and multi-faceted complaint, different elements of which needed different responses and actions. However, we found that the council had not properly and fully explained to Mrs C how some issues would be dealt with, and we upheld her complaint about this. We agreed that they had not responded to one complaint but decided that this had been reasonable in the circumstances.