

## SPSO decision report

**Case:** 201202547, North Lanarkshire Council  
**Sector:** local government  
**Subject:** complaints handling (incl social work complaints procedures)  
**Outcome:** not upheld, no recommendations

### Summary

Mr C, who is Mr A's representative, complained that there were inaccuracies in the report of a social work complaints review committee meeting, that was presented to the housing and social work services committee. He wanted to correct minor factual inaccuracies concerning Mr A's title and age. He also disagreed with some of the findings of the report and said he had not received a response to his letter highlighting the inaccuracies.

We found that, in accordance with council procedures, Mr C's comments were appended to the report for consideration by the committee. The council provided a copy of the information presented to the committee and it included Mr C's comments as appendix three to the document. The minutes of the social work services committee meeting also recorded that the report presented to the committee 'included comments from Mr A's representative' and was approved. We were satisfied that Mr C's comments were heard and taken into consideration by the committee in deciding that the recommendations of the sub-committee be approved and told Mr C we would not be pursuing his complaint any further.