

SPSO decision report

Case: 201202896, Grampian NHS Board
Sector: health
Subject: complaints handling
Outcome: upheld, action taken by body to remedy, recommendations

Summary

Mr C complained that the board did not reasonably investigate his complaint in which he raised concerns about the quality of service his mother received during a visit to an eye clinic. As after six months the board had not sent a final response to Mr C about his complaint, he contacted us.

Our investigation established that the response was delayed because of a combination of human error and failures in the complaints handling process. The board have now updated their process in an effort to prevent a repeat occurrence, along with taking steps to increase staff awareness.

Recommendations

We recommended that the board:

- provide Mr C and his mother with an apology for the failings which have been identified in dealing with his complaint;
- apologise to Mr C for providing him with incorrect information as to the reasons why his mother was not seen on a certain date in March; and
- remind their service providers to provide timely responses to the feedback service in order that timescales can be met.