

## SPSO decision report

**Case:** 201203615, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** claims for damage, injury, loss  
**Outcome:** upheld, no recommendations

### Summary

Mr C said that the council did not follow their complaints procedure when dealing with his complaints about a refund of phone call costs incurred in reporting repairs.

Our investigation found that the council had already acknowledged their failings in this matter, explained what had gone wrong and apologised to Mr C. They said it was clear that a member of staff had not followed the correct procedures, and explained the training the staff member had since received. We upheld the complaint, but did not make any recommendation as the council had already taken appropriate action.