

SPSO decision report

Case: 201300796, Care Inspectorate
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mrs C complained to the Care Inspectorate after an incident when her young son was left unattended by his registered childminder. They told her that they had already been in the process of investigating this, because of an earlier complaint about the incident from a member of the public. However, during the process the childminder had voluntarily cancelled her registration and so they now could not investigate further, as they said they were not legally allowed to do so.

Mrs C complained to us that the Care Inspectorate had failed to establish the facts of her complaint and thoroughly investigate it. We found that the Care Inspectorate had thoroughly investigated the other complaint and had upheld both aspects. The childminder had admitted her failings and, in their regulatory capacity, the Care Inspectorate had taken appropriate action that led to her voluntarily cancelling her registration a week before Mrs C complained. Because this had happened, and because she was not registered when Mrs C complained, the Care Inspectorate were in fact unable to investigate. We did not find this position unreasonable and did not uphold her complaint.