

## SPSO decision report

**Case:** 201301614, Fife Council  
**Sector:** local government  
**Subject:** child services and family support  
**Outcome:** upheld, recommendations

### Summary

Mr C complained to the council about actions of the social work department in relation to his son. He was dissatisfied with the council's responses and raised his complaints with us.

We decided that the council's responses to his complaints was not reasonable, as their letters were unclear on how appeal requests would be dealt with and did not respond to a specific enquiry that he made. We upheld the complaint.

### Recommendations

We recommended that the council:

- apologise to Mr C that they did not respond reasonably to his complaints correspondence; and
- ensure that information in complaints responses about appeals is clear.