

## SPSO decision report

**Case:** 201302003, Care Inspectorate  
**Sector:** Scottish Government and devolved administration  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C, who is an advocate for carers, complained to us on behalf of her client (Mrs A), who had complained to a care provider about the support provided to her late brother. Mrs A was unhappy with the care provider's response, and complained to the Care Inspectorate about the provider. She was not happy with their response either, and asked Mrs C to complain to us that the Inspectorate unreasonably failed to follow their investigation procedure in dealing with her complaint.

We looked at the information provided by Mrs C and Mrs A, as well as the Inspectorate's records of their investigation. Mrs A disagreed with the outcome of the investigation, but that was not evidence that they had done anything wrong. We found evidence of a well-planned and structured investigation, with specific questions asked and evidence obtained from Mrs A and the care provider. We also found that the Inspectorate considered the evidence but could not establish the facts that gave rise to Mrs A's complaint. Having reviewed the investigation, and compared it with their procedures, we found no evidence that the Inspectorate failed to follow the procedures.