

SPSO decision report

Case: 201302884, Dumfries and Galloway Council
Sector: local government
Subject: complaints handling
Outcome: some upheld, recommendations

Summary

Ms C complained that the council had not properly investigated her complaints after she raised a number of concerns with them. The complaints we looked at were not about the underlying issues, but were about how the council handled Ms C's complaints about them.

The evidence we saw indicated that the council had considered, investigated and replied to Ms C through their complaints procedure, so we did not uphold her complaint about the investigation. However, it was clear that they had not responded within the appropriate timescales and, in the absence of evidence to indicate why this had happened, we upheld that aspect of her complaint.

Recommendations

We recommended that the council:

- confirm to us the steps they have taken to ensure acknowledgements are issued more promptly.