

SPSO decision report

Case: 201303335, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Miss C, who is an advice worker, complained to us on behalf of her client (Mr B). Mr B had made a formal complaint to the board about the medical treatment provided to his late father. The board, however, said that the complaint was out of time as the matters complained about had occurred over 12 months previously, and as it was more than six months since Mr B was aware he might have had cause to complain.

We considered the evidence provided by Mr B and by the board, including the contact that took place between the board and the family and advice worker. We confirmed that the normal time limits that applied were that a complaint should be made either within six months of the event that gave rise to the complaint or up to six months from the patient/relative becoming aware of a cause for complaint, but normally no longer than twelve months after the event. We found no indication in the information provided that the board's decision was unreasonable, and we concluded that they were entitled to decide that the complaint was made to them outwith their time limits.