

## SPSO decision report

**Case:** 201303565, Renfrewshire Council  
**Sector:** local government  
**Subject:** complaints handling (incl social work complaints procedures)  
**Outcome:** not upheld, no recommendations

### Summary

Mr C had complained to the council about their handling of his request to have his home adapted. He was unhappy with their decision and asked for this to be reviewed by the complaints review committee (CRC). Mr C was dissatisfied with the way that the CRC considered his complaint and asked us to look at his concerns. Mr C complained that the CRC had failed to adequately consider the information provided and that there were unreasonable delays in the process.

After investigation, we did not uphold Mr C's complaints. We found that the CRC had an extensive pack of information available to them and had heard the position of both sides. We also found that Mr C had agreed that the CRC should reach their decision on the basis of the evidence they had already heard and so we were not critical that they had reached their decision after considering the information available to them at that time.

While we did find that there had been a significant deviation from the statutory timescales for a CRC, we considered that the council had provided a reasonable explanation for this. Adaptations were made to the standard practice due to Mr C's condition, which meant that the case could not be heard over one or two days as normal. Availability of all parties, including Mr C, council staff and CRC panel members, then became a factor in reconvening the meeting. We were satisfied that the delays were reasonable in the particular circumstances of the case.