

SPSO decision report

Case: 201304037, The City of Edinburgh Council
Sector: local government
Subject: statutory notices
Outcome: resolved, no recommendations

Summary

Mr and Ms C were unhappy with the council's handling of their complaints. After we contacted the council about this, the council decided that Mr and Ms C's complaints should be upheld and the second stage of their complaints process repeated. As Mr and Ms C were satisfied with this outcome, we did not take the matter further.