

SPSO decision report

Case: 201304563, South Lanarkshire Council
Sector: local government
Subject: complaints handling (incl social work complaints procedures)
Outcome: no decision reached

Summary

Mrs C complained on behalf of her son that the council had decided to discontinue their consideration of the complaints that she had submitted.

During our consideration of the matter we obtained information from the council and, based upon this, we decided it was not appropriate for us to consider the matter further.