

SPSO decision report

Case: 201304892, The Highland Council
Sector: local government
Subject: policy/administration
Outcome: some upheld, no recommendations

Summary

Mr C contacted the council to complain about an elected member. He was dissatisfied with the council's response, and complained about this to them. Mr C remained dissatisfied. He complained to us that the council had not dealt reasonably with his phone contact, had not reasonably responded to his complaints and had deliberately included errors in contact details that they supplied to him.

We found that the phone contact had been reasonable and that there was no evidence that the errors in contact details provided were deliberate. We upheld Mr C's complaint that the council's response to his complaint was not reasonable, but did not consider that they needed to take any further action in relation to this.