

SPSO decision report

Case: 201400624, South Lanarkshire Council
Sector: local government
Subject: applications, allocations, transfers & exchanges
Outcome: some upheld, no recommendations

Summary

Ms C complained that the council did not keep her informed of her housing allocation points status. She also said that her complaint about this was not properly investigated.

Ms C had been awarded medical points for a previous property but when she moved into a private let these were removed. She only found this out when she attended a meeting about her housing status. When she complained, the council said that her points had been correctly removed and confirmed that she should have been told about this.

Our investigation found that the council should have kept Ms C informed about her housing allocation points, and we upheld her complaint. However, as they had apologised and reminded staff of their responsibilities, we did not make any recommendations. We did not uphold her second complaint as we found that they had conducted their investigation in line with their complaints handling procedure.