

SPSO decision report

Case: 201400706, South Lanarkshire Council
Sector: local government
Subject: complaints handling
Outcome: upheld, recommendations

Summary

Miss C complained to the council about the actions of their agents while they were pursuing a debt with her, and the way she had been spoken to by a council officer on the phone. The council did not respond to her specific concern about the council officer when they replied to her complaints, and so Miss C raised this with us.

Our investigation found that the council had taken steps to clarify the specific matters Miss C wished to complain of. As these included the way she had been spoken to by a council officer and this was not addressed in the council's response, we upheld the complaint.

Recommendations

We recommended that the council:

- apologise to Miss C that they did not respond to her specific complaint about the way that a council officer had spoken to her.