

## SPSO decision report

**Case:** 201400708, The Moray Council  
**Sector:** local government  
**Subject:** child services and family support  
**Outcome:** some upheld, recommendations

### Summary

Mr C was unhappy with the way in which the council had dealt with his complaint and so requested that it be dealt with by way of a Complaints Review Committee (CRC). This was in line with the council's social work policy and was acknowledged by them in May 2014. Mr C complained that, thereafter, the council failed to follow their stated procedure in that there was a delay and he did not receive a copy of the report produced. He also complained that officers acted unreasonably towards him by saying that he was pedantic and by trying to get him to withdraw his complaint.

We found that although it took a while for a CRC to be held, this was for reasons outwith the council's control. However, there was a delay in issuing the decision to Mr C and contrary to their policy, he was not sent a copy of the final report. This part of his complaint was, therefore, upheld. We found no proof to confirm that Mr C had been called pedantic or that the council had tried to persuade him to abandon his complaint. It was clear that the council had given him choices about how to proceed, either by way of a hearing or on the basis of written submissions, and it was also clear that the final decision lay with Mr C.

### Recommendations

We recommended that the council:

- make an appropriate apology; and
- provide Mr C with a copy of the final report as submitted.