

SPSO decision report

Case: 201401598, The City of Edinburgh Council
Sector: local government
Subject: complaints handling
Outcome: upheld, recommendations

Summary

Ms C received emails from a council officer that contained comments that she felt were inappropriate. She complained to the council about these and had to chase up replies. When the replies were given, Ms C was dissatisfied with them and complained to us.

We contacted the council asking whether they would act to resolve the complaint, and they did take some action. We then decided to investigate the complaints, and concluded that the emails did contain inappropriate comments about Ms C, and that the council had not responded reasonably to her complaints. As, however, the council had already apologised to her for the inappropriate comments, we did not need to make a recommendation about this.

Recommendations

We recommended that the council:

- apologise to Ms C that the time taken to respond to her complaints was not reasonable.