

SPSO decision report

Case: 201401817, Grampian NHS Board
Sector: health
Subject: policy / administration
Outcome: not upheld, no recommendations

Summary

Ms C complained that the board had not funded a place for her at a charitable health support organisation. The board fund a limited amount of places, but individuals can also choose to pay for the service themselves. Ms C said that she thought she had been referred for a funded place, but when she became aware that she had not been, she paid for the service herself and asked the board to refund her. The board said that they would not refund her as she did not meet the criteria for funding and that this had been made clear to her.

We found evidence that Ms C had been told she would not meet the criteria and that she had decided to arrange a place herself. We, therefore, found that Ms C was informed that no place had been booked for her and did not uphold the complaint.