

SPSO decision report

Case: 201402285, East Lothian Council
Sector: local government
Subject: communication staff attitude and confidentiality
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C complained to us that the council's communication with them in relation to their concerns about the release of personal information was unreasonable. They said that communication was vague, and failed to address their concerns and the specific points they had raised.

We found that there were errors in relation to information displayed on a section of the council's website. However, our investigation found that the council's communications with the couple about the matter had been clear and fully addressed their specific concerns. They had also previously apologised to Mr and Mrs C.