

SPSO decision report

Case: 201402605, Dumfries and Galloway Council

Sector: local government

Subject: policy/administration

Outcome: some upheld, recommendations

Summary

Some years ago, Mr C received a lifetime ban from council facilities. He complained to us that this was unfair, and that the council had a duty to provide him with access to such facilities.

We upheld his first complaint, as our investigation found that the council should have offered Mr C a date when the ban would be reviewed. We noted that the council had agreed to meet Mr C to review the ban and that they had noted the gap in their policy, and were also reviewing this. However, we saw no evidence to suggest that the council had a duty to provide Mr C with access to leisure facilities, and did not uphold this aspect of the complaint.

Recommendations

We recommended that the council:

- provide us with a copy of the updated policy, considering the failings identified; and
- apologise to Mr C for the failings identified.