

## SPSO decision report

**Case:** 201402721, Inverclyde Council  
**Sector:** local government  
**Subject:** traffic regulation and management  
**Outcome:** upheld, recommendations

### Summary

Mr C was involved in correspondence with the council about a transport issue and submitted a complaint. He received an acknowledgement email but no further response from the council that referred to the complaint or dealt with the issues he had raised. Mr C raised his complaint with us. We found that the council had received the complaint but a procedural failure meant that the relevant department had not taken action on it. In light of this, we upheld Mr C's complaint and made recommendations.

### Recommendations

We recommended that the council:

- apologise to Mr C for failing to respond to his complaint;
- respond fully to Mr C's complaint; and
- undertake a practical test to confirm that the further training given has been successful in ensuring that no further correspondence is missed.