

SPSO decision report

Case: 201402950, East Dunbartonshire Council
Sector: local government
Subject: complaints handling (incl social work complaints procedures)
Outcome: not upheld, no recommendations

Summary

Mrs C complained that the council rejected a new complaint following a complaints review panel. We found that the council had considered her complaint and had decided, as they were entitled to, that Mrs C was raising the same or similar points as had already been dealt with. In light of this, we did not uphold Mrs C's complaint.