

SPSO decision report

Case: 201405826, Inverclyde Council
Sector: local government
Subject: factual error in decision-making
Outcome: not upheld, no recommendations

Summary

An advocacy agency complained on behalf of a client (Mr C) that the council had failed to take reasonable account of his circumstances when considering his application for a Community Care Grant under the Scottish Welfare Fund. We did not uphold Mr C's complaint because our investigation found no evidence that in their handling of Mr C's application, the council had not taken reasonable account of his circumstances or considered the matter properly under both the Scottish Government guidance and their own procedures.