

## SPSO decision report

**Case:** 201407022, Greater Glasgow and Clyde NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not duly made or withdrawn, no recommendations

### Summary

Miss C complained about aspects of her mental health care. However, she did not sign and return a consent form which we had sent her. We had explained in detail that we needed this in order to obtain information, such as her medical records, from the board and that we could do nothing more with her complaint without it. Following a reminder, we closed the complaint without further action as we had still not received the signed form.