

SPSO decision report

Case: 201407906, Glasgow Life
Sector: local government
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C complained that when he asked Glasgow Life to provide him with a copy of their full complaints procedure, they failed to do so. He also thought that this policy should be available to all who complain. In addition, he complained that a statement in an email sent to him by Glasgow Life was inaccurate as it indicated that they had apologised to him in previous correspondence. He claimed they had never apologised to him.

We found that Mr C's email in which he requested a copy of the complaints procedure was ambiguous and could be interpreted in a number of ways. Considering that Glasgow Life had explained how Mr C could progress his complaint, that the full complaints procedure was available on their website, and that he could have asked them for a copy directly, we did not uphold this aspect of his complaint.

We also reviewed earlier correspondence between Glasgow Life and Mr C, and noted the empathetic content of their responses. They had apologised that they were unable to provide the facilities and services which Mr C wanted at certain times. As a result of this, we did not uphold his second point of complaint.