

SPSO decision report

Case: 201500528, North Lanarkshire Council
Sector: local government
Subject: sheltered housing issues/residential homes
Outcome: not upheld, no recommendations

Summary

Mrs C complained that the council had not thoroughly investigated her concerns about the conduct of an employee. Mrs C also complained about the time taken to investigate her concerns.

While we were unable to release further information to Mrs C during the investigation, as it was protected third party information, we were able to see that the council had thoroughly investigated Mrs C's concerns. While the investigation had taken longer than anticipated, there was good reason for this and the council were actively investigating throughout that time. For these reasons, we did not uphold the complaints.