

## SPSO decision report

**Case:** 201500913, Aberdeenshire Council  
**Sector:** local government  
**Subject:** complaints handling  
**Outcome:** some upheld, no recommendations

### Summary

Mr C complained to the council about the actions of his local community council. The council told Mr C that they could not consider his complaints until he had exhausted the complaints procedure of the community council. They had previously told him this in relation to another complaint he made about the community council. Mr C was dissatisfied with aspects of the council's response and complained to them that their response had contained inaccuracies and that their position was unreasonable. The council repeated their previous response to Mr C. Mr C was dissatisfied and brought his complaints to us. We found that the council's response to his first complaint was reasonable, and did not uphold that complaint. However, we found that the issues Mr C raised in his second complaint were not the same as those in his first complaint and, therefore, that the council's response to this complaint was unreasonable. We upheld Mr C's second complaint.