

## SPSO decision report

**Case:** 201502011, Lothian NHS Board  
**Sector:** health  
**Subject:** complaints handling  
**Outcome:** not duly made or withdrawn, no recommendations

### Summary

Ms C complained to the board but was unable to obtain a reply. A short time after we approached the board on her behalf, the board replied to her, and Ms C told us she therefore wished to withdraw her complaint, given that the board's reply had been very detailed and helpful.