

## SPSO decision report

**Case:** 201508500, Scottish Ambulance Service  
**Sector:** health  
**Subject:** other  
**Outcome:** not upheld, no recommendations

### Summary

Ms C's partner (Mr A) collapsed. He was treated by a paramedic and transported to hospital, where he later died. Ms C complained that Mr A's mobile phone went missing.

Our investigation focused on the actions taken by the Scottish Ambulance Service to locate the phone or to try to find out what happened to it. Although they did not find the phone, we were satisfied that reasonable efforts were made to investigate this matter.