

## SPSO decision report

**Case:** 201508742, Care Inspectorate  
**Sector:** Scottish Government and devolved administration  
**Subject:** regulation of care  
**Outcome:** not upheld, recommendations

### Summary

Mr C complained to us that the Care Inspectorate had published an inspection report on his nursery that was inaccurate. He stated that there were a large number of errors in both the draft report and the final published report. We found that although there had been errors in the draft report, there was a process in place to correct these and the corrections had been made in line with this process. Mr C said that a number of discussions referred to in the inspection report had not taken place, but there was evidence in the inspector's notes that a number of these issues were discussed. We found one minor error in the report in relation to snacks being provided by the nursery and asked the Care Inspectorate to amend this. However, other than this point, there was no evidence that the report was inaccurate and we did not uphold this aspect of the complaint.

Mr C also complained that the Care Inspectorate had failed to reasonably investigate and respond to his complaints. Whilst we were critical of the confusion caused by the comments made by a manager at a meeting with Mr C, we were satisfied that when Mr C subsequently requested clarification in relation to this matter, this was provided to him. We did not consider that another senior member of staff had misinterpreted the Care Inspectorate's own guidelines in an attempt to justify a requirement in the draft report, or that this member of staff's actions had been unreasonable when he met Mr C to discuss his complaint. We also considered that the Care Inspectorate had carried out a reasonable investigation into Mr C's complaint and we did not uphold his complaint to us about this matter.

### Recommendations

We recommended that the Care Inspectorate:

- amend the paragraph in the inspection report available online in relation to snacks.