

## SPSO decision report

**Case:** 201602508, The City of Edinburgh Council  
**Sector:** local government  
**Subject:** complaints handling (including appeals procedures)  
**Outcome:** not upheld, no recommendations

### Summary

Ms C complained about the way the council investigated a complaint about the conduct and attitude of an officer at an appeal hearing. Ms C said the officer unreasonably and unfairly undermined her case and was rude and antagonising.

We found the council had appointed a suitable investigating officer and had given attendees, including independent people, the opportunity to contribute their evidence. Ms C was unhappy that the council had not spoken to her or a friend who accompanied her to the hearing. We were satisfied that this was a discretionary decision for the council, and that the details of her dissatisfaction were already on record. We were satisfied the council were entitled to give particular weight to the evidence of independent people. We found the complaint had been investigated to the standard and extent we would expect. We did not uphold the complaint.