

SPSO decision report

Case: 201603051, Clackmannanshire Council
Sector: local government
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C complained that the council failed to properly investigate his concerns that staff at the company he worked for, who provided services at a council homeless unit, were falsifying time sheets and claiming to be working when they were not. He also complained that staff were displaying confidential, and inappropriate, information about residents in public view on a notice board in the facility.

We considered the available evidence and noted that the council had appointed an internal auditor who reviewed the evidence provided by Mr C to support his concerns, interviewed staff and reviewed documentation associated with the contract. The council also instructed a senior officer, who was responsible for data protection, to carry out an unannounced visit to the premises to inspect the notice boards.

The evidence demonstrated that the council had taken Mr C's concerns seriously and carried out appropriate investigations in order to ensure that the company was complying with the terms of their contract with the council. They also investigated the data security and, after inspection, were satisfied that the information held on the notice boards was displayed in staff areas to which the public did not have access and that the information itself was appropriate given the nature of the facility and the needs of the residents.

As the council could demonstrate that they had taken Mr C's complaints seriously, and carried out appropriate investigations, we did not uphold Mr C's complaint.