

## SPSO decision report



**Case:** 201703760, South Lanarkshire Health and Social Care Partnership  
**Sector:** health and social care  
**Subject:** child services and family support  
**Decision:** some upheld, recommendations

### Summary

Mr C complained about social work's involvement with him, after his stepchild was referred to the social work department. Mr C complained that the partnership did not provide him with reasonable support as no parental course was offered to him and he was not shown the child plan for his stepchild. Mr C also complained that the partnership's complaints handling was unreasonable as his concerns were not fully addressed.

We took independent advice from a social worker. We found that there was evidence that that social worker attempted to arrange parental work with Mr C. We found that it was reasonable Mr C was not shown the child's plan, as he was no longer in the family home when it was prepared and he did not have parental rights and responsibilities for his stepchild. Therefore, we did not uphold this aspect of Mr C's complaint.

In relation to complaints handling, we found that the partnership did not accurately identify all of Mr C's concerns and provide a reasonable response to them. Therefore, we upheld this aspect of Mr C's complaint.

### Recommendations