

SPSO decision report

Case: 201706687, Glasgow City Health and Social Care Partnership
Sector: health and social care
Subject: home helps / concessions / grants / charges for services
Decision: not upheld, no recommendations

Summary

Ms C has an adult son with autism and she is his main carer and financial welfare guardian. Ms C complained that the partnership did not respond reasonably to a complaint she made about various elements of her son's care and her position as carer and guardian.

We found that the partnership had issued a lengthy stage two complaints response. Whilst we noted that this response was quite strongly worded and that this tone may have been upsetting to Ms C, we found that the content of the response was reasonable. We considered that it adequately answered all of the issues Ms C had raised, including evidence of the efforts that had been made to work with Ms C regarding various elements of her son's care. We did not consider the partnership's position on any of these issues to be unreasonable. We did not uphold Ms C's complaint.