

SPSO decision report



Case: 201811044, Care Inspectorate
Sector: Scottish Government and devolved administration
Subject: failure to provide information
Decision: not upheld, no recommendations

Summary

Mrs C complained that after an inspection by the Care Inspectorate of the care service she runs was carried out, she was not given sufficient information regarding how to improve. She also complained that the Care Inspectorate failed to reasonably investigate her complaint.

We found that there was evidence that the Care Inspectorate had given Mrs C substantial feedback after the inspection and was offered further advice and support from both the inspector and team manager. We did not uphold this aspect of Mrs C's complaint.

In relation to complaint handling, we found that the Care Inspectorate handled Mrs C's complaint in line with their complaint handling procedures and therefore we did not uphold this aspect of Mrs C's complaint.