

SPSO decision report

Case: 201900641, West Lothian Council
Sector: Local Government
Subject: complaints handling
Decision: not upheld, no recommendations

Summary

C complained that the investigation of an alleged incident was not performed appropriately. C had been involved in the activities of a voluntary organisation which was commissioned to provide a service on behalf of the council. This organisation investigated the incident after C complained that a member of staff had lied about what happened.

We found that the organisation had provided an appropriately detailed statement of their reasons for not upholding C's complaint. Whilst C was unhappy that they were not interviewed as part of the process, we noted that there was no requirement for this under the complaint procedure and we did not find failings in this respect. We considered that the investigation was performed appropriately and we did not uphold this complaint.