

SPSO decision report

Case: 201911424, Falkirk Council
Sector: Local Government
Subject: Complaint handling
Decision: upheld, no recommendations

Summary

C complained to the council but did not receive a response until two years later.

We found that the council failed to acknowledge the complaint within the timeline as set out by the Model Complaints Handling Procedure. The council failed to update C while they were waiting for the council's response, and the length of time it took for the council to provide a response was excessive and unreasonable.

As such, we upheld this complaint. Due to the learning and actions taken by the council after they issued their response we did not make recommendations as appropriate action had already been taken.