

28 August 2008

Mr Robert Coomber
Aberdeen City Council
2nd Floor, St Nicholas House
Broad Street
Aberdeen
AB10 1AR

Dear Mr Coomber,

Enquiries and Complaints to the SPSO in 2007-08

We have recently published on the SPSO website our annual statistics detailing our enquiry and complaint activity for the business year 2007-08. With this letter, I enclose a summary of the information on the activity relating to your Council. I hope you will find it of assistance in your improvement work, and I would welcome any feedback you may have on it and whether there is other information you might find helpful in future.

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Yours sincerely

Professor Alice Brown
Ombudsman

Tel: 0131 240 8850 (Fiona Paterson, Personal Assistant)
Email: fpaterson@sps.org.uk

28 August 2008

Mr Alan Campbell
Aberdeenshire Council
Woodhill House
Westburn Road
Aberdeen
AB16 5GB

Dear Mr Campbell,

Enquiries and Complaints to the SPSO in 2007-08

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28 August 2008

Mr David Sawers
Angus Council
St James House
St James Road
Forfar
DD8 2ZE

Dear Mr Sawers,

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28 August 2008

Mr Nigel Stewart
Argyll & Bute Council
Kilmory
Lochgilphead
Argyll
PA31 8RT

Dear Mr Stewart,

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28 August 2008

Mr Dave Jones
Clackmannanshire Council
Greenfield House
Alloa
FK10 2AD

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28 August 2008

Mr Phillip Jones
Dumfries & Galloway Council
Council Offices
English Street
Dumfries
DG1 2DD

Dear Mr Jones,

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28 August 2008

Mr Alexander Stephen
Dundee City Council
21 City Square
Dundee
DD1 3B2

Dear Mr Stephen,

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28 August 2008

Ms Fiona Lees
East Ayrshire Council
Council Headquarters
London Road
Kilmarnock
KA3 7BU

Dear Ms Lees,

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28 August 2008

Ms Sue Bruce
East Dunbartonshire Council
Tom Johnston House
Civic Way
Kirkintilloch
G66 4TJ

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28 August 2008

Mr Alan Blackie
East Lothian Council
John Muir House
Haddington
EH41 3HA

Dear Mr Blackie,

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28 August 2008

Ms Lorraine McMillan
East Renfrewshire Council
Council HQ, Eastwood Park
Rouken Glen Rd
Giffnock
G46 6UG

Dear Ms McMillan,

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28 August 2008

Mrs Mary Pitcaithly OBE
Falkirk Council
Municipal Buildings
Falkirk
FK1 5RS

Dear Mrs Pitcaithly,

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28 August 2008

Mr Ronnie Hinds
Fife Council
Fife House
North Street
Glenrothes
KY7 5LT

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Mr George Black
Glasgow City Council
City Chambers
George Square
Glasgow
G2 1DU

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28 August 2008

Mr John Mundell
Inverclyde Council
Municipal Buildings
Greenock
PA15 1LY

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Email: fpaterson@spsos.org.uk

28 August 2008

Mr Trevor Muir OBE
Midlothian Council
Midlothian House
Buccleuch Street
Dalkeith
EH22 1DJ

Dear Mr Muir OBE,

Enquiries and Complaints to the SPSO in 2007-08

We have recently published on the SPSO website our annual statistics detailing our enquiry and complaint activity for the business year 2007-08. With this letter, I enclose a summary of the information on the activity relating to your Council. I hope you will find it of assistance in your improvement work, and I would welcome any feedback you may have on it and whether there is other information you might find helpful in future.

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Yours sincerely

Professor Alice Brown
Ombudsman

Tel: 0131 240 8850 (Fiona Paterson, Personal Assistant)
Email: fpaterson@sps.org.uk

28 August 2008

Mr Ian Snodgrass OBE
North Ayrshire Council
Cunninghame House
Irvine
Ayrshire
KA12 8EE

Dear Mr Snodgrass,

Enquiries and Complaints to the SPSO in 2007-08

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Professor Alice Brown
Ombudsman

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Email: fpaterson@spsos.org.uk

28 August 2008

Mr Gavin Whitefield
North Lanarkshire Council
Civic Centre
Motherwell
North Lanarkshire
ML1 1TW

Dear Mr Whitefield,

Enquiries and Complaints to the SPSO in 2007-08

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Professor Alice Brown
Ombudsman

Tel: 0131 240 8850 (Fiona Paterson, Personal Assistant)
Email: fpaterson@sps.org.uk

28 August 2008

Mr Alistair Buchan
Orkney Islands Council
Council Offices
School Place
Kirkwall, Orkney
KW15 1NY

Dear Mr Buchan,

Enquiries and Complaints to the SPSO in 2007-08

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Professor Alice Brown
Ombudsman

Tel: 0131 240 8850 (Fiona Paterson, Personal Assistant)
Email: fpaterson@sps.org.uk

28 August 2008

Ms Bernadette Malone
Perth & Kinross Council,
Council Offices
2 High Street
Perth
PH1 5PH

Dear Ms Malone,

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28 August 2008

Mr David Martin
Renfrewshire Council
Council Headquarters
Cotton Street
Paisley
PA1 1TR

Dear Mr Martin,,

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Yours sincerely

Professor Alice Brown
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28 August 2008

Mr David Hume
Scottish Borders Council
Council Headquarters
Newton St, Boswells
Melrose
TD6 0SA

Dear Mr Hume,

Enquiries and Complaints to the SPSO in 2007-08

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28 August 2008

Mr Morgan Goodlad
Shetland Islands Council
Town Hall
Lerwick
ZE1 0HB

Dear Mr Goodlad,

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28 August 2008

Mr David Anderson
South Ayrshire Council
County Buildings
Wellington Square
Ayr
KA7 1DR

Dear Mr Anderson,

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28 August 2008

Mr Archie Strang
South Lanarkshire Council
Council Offices
Almada Street
Hamilton
ML3 0AA

Dear Mr Strang,

Enquiries and Complaints to the SPSO in 2007-08

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28 August 2008

Mr Keith Yates
Stirling Council
Viewforth
Stirling
FK8 2ET

Dear Mr Yates,

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28 August 2008

Mr Tom Aitchison
The City of Edinburgh Council
Waverly Court
4 East Market Street
Edinburgh
EH8 8BG

Dear Mr Aitchison,

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28 August 2008

Mr Alistair Dodds
The Highland Council
Council Headquarters
Glenurquhart Rd
Inverness
IV3 5NX

Dear Mr Dodds,

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28 August 2008

Mr Alistair Keddie
The Moray Council
Council Office
The High Street
Elgin
IV30 1BX

Dear Mr Keddie,

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28 August 2008

Mr David McMillan
West Dunbartonshire Council
Council Offices
Garshake Road
Dumbarton
G82 3PU

Dear Mr McMillan,

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Professor Alice Brown
Ombudsman

Tel: 0131 240 8850 (Fiona Paterson, Personal Assistant)
Email: fpaterson@sps.org.uk

28 August 2008

Mr Alex Linkston CBE
West Lothian Council
West Lothian House
Almondvale Boulevard
Livingston
EH54 6QG

Dear Mr Linkston,

Enquiries and Complaints to the SPSO in 2007-08

We have recently published on the SPSO website our annual statistics detailing our enquiry and complaint activity for the business year 2007-08. With this letter, I enclose a summary of the information on the activity relating to your Council. I hope you will find it of assistance in your improvement work, and I would welcome any feedback you may have on it and whether there is other information you might find helpful in future.

I believe that your Council and the SPSO share the important objective of enhancing public confidence and trust in high quality, continually improving public services. I therefore value the continuing efforts you and your colleagues make to provide timeous and comprehensive responses to our requests for information in pursuit of our investigations – I should be grateful if you would convey my thanks to your staff.

Our Annual Report will also be published shortly. It will contain information about all the SPSO's activities in the course of the year, discuss developments in the local authority sector and will set information about local authority complaints in some context.

Looking to the future, you will be aware that in January this year, in response to the report published by Professor Lorne Crerar into regulation, audit, inspection and complaints handling of public services in Scotland, the Scottish Government announced that it will work with the Parliament and stakeholders, including local government, to make improvements in scrutiny and complaints handling.

Since then, the Government's Scrutiny Improvement Team has supported the work of five Action Groups, overseen by a Programme Board. In July, Douglas Sinclair published his Report containing the recommendations of the Fit-for-purpose Complaints Handling Action Group which he had chaired and on which I represented the SPSO. COSLA and SOLACE were also represented. I was pleased that the Report endorsed the idea of a common approach to complaint handling across public services – building on the Valuing Complaints initiative we have advocated for several years. I hope that, if Ministers support these conclusions, we will be able to work with you and your colleagues to help make improvements for complainants and staff by further streamlining local authority complaint processes.

Yours sincerely

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28 August 2008

Mr Malcolm Burr
Comhairle nan Eilean Siar
Sandwick Road
Stornoway
Isle of Lewis
HS1 2BW

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