

SPSO decision report

Case: 201100869, The City of Edinburgh Council
Sector: local government
Subject: complaints handling (including appeals procedures)
Outcome: no decision reached

Summary

Mr and Mrs C complained of shortcomings in the handling of their complaint at various stages of the council's complaints procedure.

Their complaint was under investigation by the council and Mr and Mrs C complained that they had been directed to our office to pursue the matter. We made enquiries to the council, who agreed to include Mr and Mrs C's complaint in their ongoing investigation, and so we closed the file.