

## SPSO decision report

**Case:** 201203365, Glasgow City Council  
**Sector:** local government  
**Subject:** parks, outdoor centres and facilities  
**Outcome:** some upheld, recommendations

### Summary

Mr C corresponded with and complained to the council about their maintenance of a park. He was dissatisfied at the end of the complaints procedure and raised his complaints with us, including that they had not responded appropriately to his complaints.

We found that there was evidence that the council had reasonably maintained the park during the period concerned. However, we also found that the council had not responded reasonably to Mr C's complaints because they did not provide full responses to the issues he raised, and on one occasion provided inaccurate information.

### Recommendations

We recommended that the council:

- apologise to Mr C for the complaints handling issues identified; and
- ensure all staff are reminded of the need to provide full responses to complaints.