

SPSO decision report

Case: 201204665, East Lothian Council
Sector: local government
Subject: home helps, concessions, grants, charges for services
Outcome: not upheld, no recommendations

Summary

Mr C complained about the way the council handled an increase in his daughter's home care charges. He said that the council had unreasonably applied a lower earnings threshold than the one approved by council members. Mr C was unhappy that the council had declined to issue a refund as recommended by a complaints review committee (CRC). We found that the council did, in exceptional circumstances, have the discretion to reject recommendations made by a CRC, and concluded that their decision was one that they were entitled to make in the circumstances.