

SPSO decision report

Case: 201205353, Aberdeen City Council
Sector: local government
Subject: complaints handling
Outcome: resolved

Summary

Mr C had experienced periods of homelessness in recent years and complained to us that the council had failed to offer him housing, although he had been in temporary accommodation for a number of months. He said that the council were not dealing with his homeless application properly.

In response to our investigation enquiry, the council advised us that they were in the process of making an offer to Mr C, and shortly afterwards, confirmed that he had been offered and accepted permanent housing. We considered this an appropriate resolution to Mr C's complaint.