

## SPSO decision report

**Case:** 201402048, Ayrshire and Arran NHS Board  
**Sector:** health  
**Subject:** communication / staff attitude / dignity / confidentiality  
**Outcome:** not upheld, no recommendations

### Summary

Mr and Mrs C were not satisfied with the board's investigation of their complaint about the behaviour of staff at clinic appointments at Ayr Hospital. The board told them that the relevant staff had been interviewed, and their recollection of events was different from that of Mr and Mrs C. Staff had said that it was Mr and Mrs C who exhibited unacceptable behaviour. Mr and Mrs C then complained to us that the board did not respond appropriately to their complaint.

It appeared that Mr and Mrs C and the staff had interpreted events differently, and we could not say which version of events was more accurate. We did find evidence that the board had treated the matter seriously and had thoroughly investigated the complaint. We were satisfied that they took Mr and Mrs C's concerns into account along with the evidence from the staff involved and had provided a reasonable response, including explaining the main issues involved.