

SPSO decision report

Case: 201405948, Dundee City Council
Sector: local government
Subject: complaints handling (incl social work complaints procedures)
Outcome: not duly made or withdrawn, no recommendations

Summary

Mr C complained that the council failed to carry out a full and proper investigation into the complaint he raised about the provision of a service from the social work department. It was not clear to us why the council had failed to offer Mr C the opportunity to have his complaint considered through the social work complaints process and request a complaints review committee hearing (CRC). We sought legal advice which confirmed Mr C's entitlement to request a CRC. Having obtained this advice we approached the council who agreed with our interpretation of the regulations and agreed to allow Mr C to request a CRC. As this was the proper route to have his concerns explored, we advised Mr C of this step and closed our file.