

## SPSO decision report

**Case:** 201406171, North Ayrshire Council  
**Sector:** local government  
**Subject:** complaints handling (incl social work complaints procedures)  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that the council had not acted on two recommendations which were made by the complaints review committee, who hear complaints at the third and final stage of the council's complaint handling procedure for social work complaints. We found that the council had acted reasonably. Specifically there was evidence that the council had acted on the recommendation that they examine other facilities for the delivery of Mr C's son's support programme. Mr C said the council did not comply with a recommendation that future meetings should be recorded and agreed. The council explained that the purpose of the visit in question was to inspect and view the risks to Mr C's disabled son in his home environment. It was not a meeting as traditionally defined or at which decisions were made. We found the council's explanation to be rational and reasonable in the circumstances.