

## SPSO decision report

**Case:** 201407030, Glasgow City Council  
**Sector:** local government  
**Subject:** Complaints handling (incl Social Work complaints procedures)  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C complained that a close family friend she took along to an independently chaired complaint meeting was not allowed to speak on Mrs C's behalf or ask questions. We found that Mrs C had been asked in advance whether she was bringing a representative and that she told the council she would only be bringing somebody to support her but not represent her. Therefore, we found that the council had acted reasonably.