

SPSO decision report

Case: 201601004, Glasgow 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Outcome: not duly made or withdrawn, no recommendations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 to us about the council's assessment of his mother (Mrs A)'s residential care charges. Mr C did not have power of attorney for Mrs A, and he had not progressed his concerns to a social work complaints review committee (CRC). We looked at the council's handling of the complaint because of the difficulties Mr C was having in progressing his complaint and because the council did not give him a timely response after they received permission from Mrs A's attorney. The council sent a detailed response to Mr C and offered to convene a CRC.