

SPSO decision report

Case: 201607509, A Medical Practice in the Highland NHS Board area
Sector: health
Subject: policy / administration
Decision: not duly made or withdrawn, no recommendations

Summary

We closed this complaint before concluding our investigation. The complainant had asked for the investigation to be put on hold while she made a subject access request, but more than six months later had not asked for our investigation to be continued. At the time of closing, more than a year had passed since she brought her complaint to us and her circumstances had changed, meaning the outcome she was seeking was no longer achievable.