

SPSO decision report

Case: 201700643, Glasgow City Council
Sector: local government
Subject: complaints handling (inc social work complaints procedures)
Decision: not upheld, no recommendations

Summary

Mrs C complained to the council about how the proceeds from the sale of her mother's house were apportioned between Mrs C's family and care home fees. The matter was considered by a complaints review committee (CRC), after which Mrs C brought her complaints to us.

Mrs C complained that the council handled the CRC unreasonably. She had concerns about the CRC panel's interaction with the social work representatives who attended the hearing and she felt that these interactions called the CRC panel's impartiality into question. The CRC procedure did, however, allow the panel to ask questions of those present at the CRC, which included Mrs C and the social work department. We did not consider the evidence indicated that the CRC was handled unreasonably. We did not uphold the complaint.

Mrs C also complained that the council unreasonably failed to provide adequate reasons for the CRC's decision not to uphold her underlying complaint. Although we acknowledged that the report they had produced was concise, it did detail the two specific points of complaint that Mrs C had agreed to in advance of the hearing. We also felt that their explanation, while brief, was clear that they did not agree with the case Mrs C had put forward. We did not uphold the complaint.