

SPSO decision report

Case: 201809267, Live Borders
Sector: Local Government
Subject: Complaints handling
Decision: not upheld, no recommendations

Summary

C complained that Live Borders had failed to deal with their complaint appropriately. We found that it had been reasonable for the organisation not to pursue contact with witnesses who C had referred to and to instead ask that C obtained statements from them. We also found that the organisation had reasonably investigated the matter and had issued a reasonable response to C's complaint. Whilst there was a clear disagreement between C and the organisation about what had happened, there was no evidence that the organisation did not intend to conduct a genuine investigation or that they supplied dishonest and false information to C. We did not uphold the complaint.