

## SPSO decision report

**Case:** 202004356, Dumfries and Galloway Council  
**Sector:** Local Government  
**Subject:** Adult support and protection / adults with incapacity  
**Decision:** not duly made or withdrawn, no recommendations

### Summary

C complained about social care provided by the council to their elderly parent and how the council had communicated with them in relation to this.

The complaint was taken to investigation on the basis of the information provided by the council to our initial enquiries and considered by a social work adviser. However, in response to our notification of investigation, the council provided evidence of further information explaining the reasons for the poor communication with C and further details of measures taken to address the failings in this case, which they fully accepted.

We took further advice from our social work adviser, who confirmed the measures taken by the council were reasonable in the circumstances. On this basis, it was agreed with C that we would request the council to issue a further apology to C, which they provided. However, C advised that they did not wish to accept the apology once it had been received. On review of the apology, it appeared to be reasonable and in accordance with the SPSO guidance on apologies. On this basis, the investigation of C's complaint was discontinued as there was nothing further we could achieve.