

Case Ref/No	LOG Ombudsman Referrals 01-04-2019 to 31-03-2020				Appendix A	
	Submission Req'd/Sub	Details			Decision/Date	Action Plan Y/N
		Comp Ref No	Department			
1. SPSO 201804238	12/06/2018	101001854885	ICS - SW	Complaint that a staff member had exercised poor practice in the management of a child's case.	05/11/2019 – SPSO considered the complaint and made five key recommendations including that Moray Council: 1. Issue an apology for failing to appropriately assess the suitability of allowing a child to stay with extended family members. 2. Issue an apology for failing to investigate the complaint within a reasonable timescale. 3. Staff to be trained on; considering historic information, when to seek information and on how to respond to concerns raised. 4. Staff training to ensure that detailed and complete records are maintained. 5. Staff training to ensure that; complaints are logged properly;	Y Moray Council sent evidence to the SPSO on 2 December 2019 confirming that all five issues had been addressed.

					investigated fully with evidence retained; and responded to within timescales with evidence of any good reason for delay.	
2. SPSO 201707281	04/12/2017	101001679003	ICS - SW	Complaint that SW staff failed to follow national guidance in a child protection case. Complaint further related not following Complaint Handling Procedure.	Public Report published by SPSO on 19 August 2020. See Appendix B for the 15 SPSO recommendations made.	Moray Council are actively working through a strategy to deal with these recommendations and have to provide evidence to SPSO, the first one by 16 September 2020 and the remaining 14 by 9 December 2020, that all matters have been addressed.
3. SPSO 201807504	04/12/2017	101001679029	ICS - SW	Complaint that SW staff poorly managed the kinship care process Further complained about how we managed the complaint handling process	Linked to Case 2 SPSO issued a decision letter on 17 June 2019 advising that they would not be taking this case forward and instead would include their findings in case 2 – see Appendix B.	Y

4. SPSO 201807334	04/12/2017	101001679829	ICS - SW	Complaint that SW staff poorly managed the kinship care process and poorly communicated with the complainant. Further complained about how we managed the complaint handling process	Linked to Case 2 SPSO issued a decision letter on 17 June 2019 advising that they would not be taking this case forward and instead would include their findings in case 2 – see Appendix B.	Y
5. SPSO 201811019	16/01/2019	101002034963	Community Care, Education & Social Care	Complaint that SW poorly managed a transition to adult care and poorly communicated on this matter. Complaint further related not following Complaint Handling Procedure.	On 22 April 2020, SPSO published an investigation decision report with 8 SPSO recommendations made as detailed in Appendix C to this report.	Moray Council are actively working through a strategy to deal with these recommendations and have to provide evidence to SPSO, by 22 October 2020, that all matters have been addressed.
6. SPSO 201900343	11/03/2019	101002121140	Housing and Property	Complaint relating to rent arrears.	SPSO issued a decision letter on 17 April 2019 advising that they would not be taking this case forward	N
7. SPSO	26/03/2019	101002121368	Chief Executive	Complaint about a lack of response to letters sent to the Council.	SPSO issued a decision letter on 20 May 2019 advising that	N

201900805					they would not be taking this case forward	
8. SPSO 201901053	05/12/2018	101002002986	Development Services	Complaint about a planning matter and wrongly publishing personal data	SPSO issued a decision letter in July 2019, asking the council to provide a further response to the complainant. This was done in August 2019 and the complainant was sign- posted back to the SPSO. The complainant did not follow up their complaint with the SPSO who closed the case.	N
9. SPSO 201901310	11/04/2019	101002143697	Housing and Property	Complaint about housing repairs	SPSO issued a decision letter on 30 May 2020 advising that they would not be taking this case forward	N
10. SPSO 201901590	17/12/2019	101002357661 101002354976 101002307413	Education and Social Care	Complaint that a staff member didn't adhere to guidance in their dealings with a pupil school issue. Further complaint that investigation response was not sent within the required time scale of 20 working days	SPSO issued a decision letter on 11 September 2019 advising that they would not be taking this case forward In this case SPSO were satisfied that the council agreed a resolution with the complainant rather than have an SPSO enquiry done	N
11. SPSO 201903359	29/05/2019	101002185352	Development Services	Complaint about planning application	SPSO issued a decision letter on 18 December 2019 advising that they would not be taking this case forward	N

12. SPSO 201903418	24/05/2019	101002181034	ICS - SW	Complaint that staff member had breached confidentiality	SPSO issued a decision letter on 16 January 2020 advising that they would not be taking this case forward	N
13. SPSO 201903592	17/06/2019	101002201479	ICS – SW	Complaint of disability discrimination	SPSO issued a decision letter on 28 January 2020 advising that they would not be taking this case forward	N
14. SPSO 201904550	05/10/2018	101001949823	Housing and Property	Complaint that a contractor hadn't provided completion dates for a new build property	SPSO issued a decision letter on 20 September 2019 advising that they would not be taking this case forward	N
15. SPSO 201905103	24/07/2019	101002047909	ICS - SW	Complaint about grandchildren being removed under a Sheriff Court order that contained untruths	SPSO issued a decision letter on 20 December 2019 advising that they would not be taking this case forward as it was made out with time scales	N
16. SPSO 201905570	19/09/2019	101002284444	Housing and Property	Complaint about homeless application decision	SPSO issued a decision letter on 29 October 2019 advising that they would not be taking this case forward	N
17. SPSO 201909354	07/08/2019	101002247246	Chief Executive	Complaint about staff not conducting Community Council business within an agreed process	SPSO issued a decision letter on 21 January 2020 advising that they would not be taking this case forward	N
18. SPSO 201910479	16/01/2020	101002372176	Housing and Property	Complaint about housing points allocation	SPSO issued a decision letter on 2 March 2020 advising that they would not be taking this case forward	N

19. SPSO 201905727	02/04/2019	101002129708	ICS - SW	Complaint against staff handling of Fostering and Adoption process	SPSO issued a decision letter on 16 June 2020 advising that they would not be taking this case forward.	N
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