

Case Ref/No	LOG Ombudsman Referrals 01-04-2020 to 31-03-2021					Appendix 1
	SPSO notification date	Details			Decision/Date	Action Plan Y/N
		Comp Ref No	Department/Service			
1. SPSO 201902564	13/01/2019	101002400698	Community Care – SW	Complaint that the Moray Health and Social Care Partnership had failed to reasonably consider a charging appeal.	06/01/2021 – SPSO issued a decision letter. Having consider information we provided on the appeal process, they made the decision to not uphold the complaint.	N
2. SPSO 201907823	01/04/2020	101002293556	Housing and Property	Complaint that we had wrongly invoiced for rechargeable works at a former tenancy.	03/08/2020 – SPSO issued a decision letter. Having been provided with photographic evidence, relevant policy and the tenancy agreement – they were satisfied with Council action taken and made the decision not to investigate the complaint further.	N
3. SPSO 201908136	08/01/2020	101002256849	Planning and Development	Complaint that we had not followed planning process or taken enforcement action.	20/06/2020 – SPSO issued a decision letter. Having been provided with evidence of the relevant policies and statutory legislation – they were satisfied with Council action taken and made the	N

					decision not to investigate the complaint further.	
4. SPSO 201908742	14/08/2020	101002319220	Housing and Property	Complaint that staff hadn't dealt with reports of anti-social behaviour.	<p>14/10/2020 – SPSO issued a decision letter. Having been provided with evidence of action taken regarding anti-social behaviour reports made – they made the decision not to investigate the complaint further.</p> <p>SPSO did highlight that there could have been better communication with the provision of sign posting to other agencies and staff were advised of this.</p>	N
5. SPSO 201909350	21/07/2020	101002171930	Schools and Curriculum Development	Complaint that we failed to carry out a risk assessment following a report that the heating within a Primary School was too warm.	<p>04/08/2020 – SPSO issued a decision letter. Having been provided with evidence of a risk assessment made to demonstrate that the school temperature was fine – they made the decision not to investigate the complaint.</p> <p>SPSO highlighted that we had undertaken to carry out two further temperature checks however we advised that these couldn't be carried out due to lockdown</p>	N

					restrictions and they accepted this.	
6. SPSO 201909515		101002342733	Environmental Services	Complaint that we had carried out inadequate roofing repairs to a leased Council business property.	17/08/2020 – SPSO issued a decision letter. They advised that contractual or other commercial transactions of a listed authority do not fall within their remit and made the decision not to investigate further.	N
7. SPSO 201910739	17/02/2020	101003357701	Housing and Property	Complaint that we had wrongly instructed a landlord to improve ventilation in the flat of a tenant.	13/05/2020 - SPSO issued a decision letter. They sign posted the complainant to the Housing and Property Chamber of the First Tier Tribunal for Scotland and advised that they would not be investigating the complaint further.	N
8. SPSO 201911208	03/02/2020	101002376962	Environmental Services	Complaint that we had provided inaccurate information in a court report and breach confidentiality.	16/03/2020 - SPSO issued a decision letter. They were satisfied with the majority of our action taken to address this complaint and asked that we further respond to a few additional complaint issues raised with SPSO. We issued a revised final response that satisfied both the complainant and SPSO	N

					who advised that they would not be investigating the complaint further.	
9. SPSO 201911546	21/02/2020	101002394210	Schools and Curriculum Development	Complaint that a school had not communicated important information about a pupil to their parent and breach confidentiality by passing the pupil's details to other parents.	11/12/2020 - SPSO issued a decision letter. They advised that their remit did not allow them to consider cases involving the conduct or disciplining of pupils. They were satisfied with the information provided in how the school dealt with the complaint issues and would not be investigating the complaint further.	N
10. SPSO 202000338	23/06/2020	101002334282	ICS – SW	Complaint that we had failed to follow process and update the Children's Reporter following the placing of a child from one parent to another parent under a voluntary arrangement.	21/12/2020 - SPSO issued a decision letter. This complaint was upheld with one recommendation made. We were asked to provide a letter of apology to the parent who complained about us not following due process. 25/01/2021 – Letter of apology issued to the satisfaction of the complainant and SPSO. The SPSO praised the high standard of apology letter sent and confirmed that we	Y

					had met their recommendation.	
11. SPSO 202001973	22/06/20	101002531068	Environmental Health	Complaint that a prohibition notice was served without warning to remove picnic benches near a takeaway business arising from Covid restrictions.	08/02/2021 – SPSO issued a decision letter. They were satisfied with the actions we took and highlighted to the complainer that the Covid restrictions were set by the Scottish Government to avoid social gathering. They advised that they would not be investigating the complaint further.	N
12. SPSO 202003755	11/09/2020	101002536786	ICS – SW	Complaint that social work staff and a foster carer had let down complainant's daughter whilst placed in foster care.	20/10/2020 – SPSO issued a decision letter. They were satisfied that all of the Council evidence provided demonstrated that we had followed correct procedures throughout the foster care placement. SPSO advised that they would not be investigating the complaint further.	N
13. SPSO 202004063		101002503704	ICS - SW	Complaint that processes had not been followed surrounding the future of the complainant's children who were in care.	03/02/2021 – SPSO issued a decision letter. They were satisfied that all of the evidence provided by the Council, in particular our final complaint response and associated policies and procedures, demonstrated	N

					that we had thoroughly investigated the complaint, upheld certain complaint aspects and revised processes as a result. They advised that they would not be investigating the complaint further and made no recommendations.	
14. SPSO 202006093	10/12/2020	101002632664	Housing and Property	Complaint that a Housing Officer had failed properly assess a property allocated to the complainant and the necessary repairs had not been made prior to the complainant taking up tenancy.	29/01/2021 – SPSO decision letter received. They were satisfied with the evidence provided to demonstrate that the Housing Officer had followed housing allocation procedure throughout and that all necessary repairs had been made. SPSO advised that they would not be investigating the complaint further.	N
15. SPSO 202008303		101002	Environmental Services	Complaint that the Council failed to take action following reports of anti-social behaviour.	27/05/2021 – SPSO decision letter received. They were satisfied with the information we provided to demonstrate that action had been taken to address the reported anti-social behaviour. SPSO advised that they would not be investigating the complaint further.	N