

Case Ref/No	LOG Ombudsman Referrals 01-04-2022 to 31-03-2023					
	Submission Req'd/Sub	Details		Decision/Date	Action Plan Y/N	
Comp Ref No		Department				
1. SPSO 202105445	14/10/2021	10100206646	Chief Executive	<p>Complained that:</p> <p>Staff had unfairly blocked him from Moray Council's social media pages.</p> <p>This complaint was not upheld by the council.</p>	<p>27/07/2022 – SPSO issued a decision letter.</p> <p>They were satisfied with council action taken and made the decision not to investigate the complaint further.</p>	N
2. SPSO 202106454	09/06/2022	Not Applicable	Planning	<p>Complained that:</p> <p>Planning consent had been given to erect properties on a woodland area despite community opposition.</p>	<p>09/06/2022 – SPSO issued a decision letter.</p> <p>They were satisfied that this couldn't be handled as a complaint in accordance with the CHP. They noted that the complainant intended to challenge the decision of the Local Review Body in the Court of Session. As legal proceeding were being considered, they made the decision not to investigate the complaint further.</p>	N

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<p>3. SPSO 202110296</p>	<p>18/11/2021</p>	<p>101002928193</p>	<p>Direct Services</p>	<p>Complained that: Staff failed to respond to correspondence in a timely manner concerning parking issues.</p> <p>This complaint was partially upheld by the council.</p>	<p>21/04/2022 – SPSO issued a decision letter.</p> <p>They were satisfied that the council dealt with the complaint appropriately by not upholding the parking aspect; upholding staff not responding in a timely manner.</p> <p>They concluded that they would not be investigating this complaint.</p>	<p>N</p>
<p>4. SPSO 202110971</p>	<p>18/01/2022</p>	<p>101002966768</p>	<p>Direct Services</p>	<p>Complained that: the council had suspended assisted recycling collection on the grounds that the complainant had able teenager children living at home to assist.</p> <p>The Council did not uphold this complaint at front line however following receipt and</p>	<p>12/04/2022 – SPSO issued a decision letter.</p> <p>They asked the council to escalate the complaint to stage two investigation.</p> <p>The council informed SPSO that they had carried out an investigation and having considered the additional correspondence, they were reinstating the assisted collection.</p>	<p>N</p>

				consideration of further complainant correspondence from SPSO, the complaint was upheld.	10/05/2022 - SPSO issued an email. They were satisfied with the actions of the council and would not be investigating this complaint.	
5. SPSO 202111002	31/01/2022	101002982133	Education	Complained that:  Staff had treated his family unfairly and refused to provide information held about their child.  The council did not uphold this complaint.	07/04/2022 – SPSO issued a decision letter.  They were satisfied with the investigation carried out by the council and that the complainant has been correctly signposted regarding the request for information. They would not be investigating further.	N
6. SPSO 202111827	12/04/2022	101003038338	Legal and Democratic Services	Complained that:  The council refused a grant for loss of taxi driver earnings and did not uphold the subsequent appeal.  The council did not uphold this complaint.	16/06/2022 - SPSO issued a decision letter.  They were satisfied with the investigation carried out and how the appeal was handled by the council. They agreed with the council's view that the complainant did not provide satisfactory documentation to support his claim.	N

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					They would not be investigating this complaint.	
7.  SPSO 202202452	09/12/2021	101002931994	Direct Services	<p>Complained that:</p> <p>A harbour access ramp had been erected in close proximity to his property without any prior planning notification having been given. He perceived that this would lower the value of his property.</p> <p>The council did not uphold this complaint.</p>	<p>02/08/22 SPSO issued a decision letter.</p> <p>They were satisfied with the investigation carried out by the council and advised the complainant that this was a legal matter.</p> <p>They would not be investigating this complaint.</p>	N
8.  SPSO 202202548	25/05/2022	101003057311	Roads Maintenance	<p>Complained that:</p> <p>There had been an excessive delay in replacing a dropside kerb leading to their driveway following road maintenance.</p>	<p>26/10/2022 - SPSO issued a decision letter.</p> <p>They noted that the council had apologised for wrongly advising the complainant that they would be replacing the old kerb with a dropside kerb as the placing of a standard kerb</p>	N

				<p>This complaint was partially upheld by the council.</p>	<p>was sufficient; for excessive delay in responding to the complainant.</p> <p>They would not be investigating this complaint further.</p>	
<p>9.</p> <p>SPSO 202204802</p>	<p>22/08/2022</p>	<p>101003112134</p>	<p>Education</p>	<p>Complained that:</p> <p>There was a lack of playpark resources for their disabled child. Further complained about the language used in our response.</p> <p>This complaint was upheld by the council.</p>	<p>23/03/2023 - SPSO issued a decision letter.</p> <p>In February 2023, SPSO advised the council of additional points that the complainant had raised in their complaint to SPSO and requested that the council consider these and issue a revised final response</p> <p>This was done and SPSO advised that they were now satisfied with how the council had subsequently handled this complaint.</p> <p>They raised one feedback issue:</p>	<p>Y</p>

					Care should be taken to ensure that all points of the original complaint are properly considered and addressed.	
10.  SPSO 202204948	16/08/2022	101003124509	Education - Sport and Culture	Complained that:  Staff had given misleading information concerning membership cancellation and a fitLife charge should not have been made when the membership was cancelled.  This was not upheld by the council.	12/10/2022 - SPSO issued a decision letter.  They advised that they were happy that the council had correctly applied the terms and conditions and agreed that the charge should stand.  They highlighted that the council, having dealt with the complaint at front line apologised for omitting to sign post the complainant to stage 2 investigation.  As the council had identified this error and corrected it prior to SPSO involvement, they decided that they would be taking no further action.	N

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<p>11. SPSO 202207153</p>	<p>02/11/2022</p>	<p>101003175446</p>	<p>Children and Families and Criminal Justice</p>	<p>Complained that:  Staff were not listening to her concerns for her child regarding the poor home conditions the child was subjected to when living with their father.  This complaint was not upheld by the council.</p>	<p>09/01/2023 - SPSO issued a decision letter.  SPSO advised that they were happy with the council's investigation and handling of this complaint and that they would be taking no further action.</p>	<p>N</p>
<p>12. SPSO 202209451</p>	<p>02/02/2023</p>	<p>101003204296</p>	<p>Housing and Property Services</p>	<p>Complained that:  1) Annual Gas Safety Check cancelled and non access procedure was applied incorrectly (upheld) 2) Added to heating contract without consent or valid reason (upheld) 3) Staff member provided information to a third party (not upheld)</p>	<p>On 07/03/2023, SPSO issued a decision letter.  They were satisfied with the majority of the council's investigation and findings.  SPSO provided one feedback aspect for complaint issue 3 – the staff member had allegedly spoke to a third party and this person wasn't spoken to to ascertain their account.  The council addressed the feedback issue and the</p>	<p>Y</p>

				<p>4) Excessive staff contact to book a gas servicing appt (upheld)</p> <p>This complaint was partially upheld by the council.</p>	<p>complaint issue remained not upheld.</p> <p>SPSO decided that they would not investigate this complaint further.</p>	
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