

**ITEM 9**  
**APPENDIX 1**

**Table 1: SPSO referrals**

Case Ref/No	LOG Ombudsman Referrals 01-4-2017 to 31-03-2018					
	Submission Req'd/Sub	Details			Decision/Date	Action Plan Y/N
		Comp Ref No	Department			
1.  SPSO 201608934	08/06/2017	8280	Community Care	Circles Advocacy complained on behalf of the complainant to SPSO regarding failures to respond to complaints; carry out Complaint Review Committee recommendations; to consider adjustments to her debt having confirmed this would be done.	<p>Complaint was not upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.</p> <p>SPSO issued their decision on 29 November 2017 and upheld three complaint issues that:</p> <p>1. The Council did not respond reasonably to complaints raised on the complainant's behalf between January and April 2016.</p> <p>2. The Council have unreasonably failed to carry out the recommendations of the Complaint Review Committee convened to consider the complainant's case on 20 October 2016.</p> <p>3. The Council have unreasonably failed to consider adjustments to the complainant's debt in light of her experiences as they confirmed they would on 24 November 2016.</p>	Y

					<p>They made three recommendations that:</p> <p>1. The Council should provide the complainant with an apology for her poor experience during her initial transition of local authorities, for their failure to provide her with this in their previous apology letter, for not promptly alerting her and apologising that her case was not considered at the February 2017 Charging Appeals Panel.</p> <p>The apology should meet the standards set out in the SPSO guidelines on apology available at <a href="https://www.spsso.org.uk/leaflets-and-guidance">https://www.spsso.org.uk/leaflets-and-guidance</a>.</p> <p>2. The Council should undertake a meaningful review of their processes for clients transitioning from other local authorities, supported at corporate level.</p> <p>3. The Council should re-issue guidance in relation</p>	
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					to communication and a person-centred approach towards transitions from one local authority area to another.	
2. SPSO 201607679	30/08/17	9107	Education	Complaint to SPSO regarding failures to comply with policy on restraint and physical intervention; unreasonably used a restraint and physical intervention policy which was not specific to children.	<p>Complaint was partially upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.</p> <p>SPSO issued their decision on 2 August 2017 and made two recommendations that:</p> <p>1. The Council apologise to the complainant for failing to reasonably comply with procedures and for the distress caused to both her and her child.</p> <p>The apology should meet the standards set out in the SPSO guidelines on apology available at <a href="https://www.spsso.org.uk/leafletsand-guidance">https://www.spsso.org.uk/leafletsand-guidance</a>.</p> <p>2. Provided training to staff involved in the complaint.</p>	Y

3.  SPSO 201703484	23/05/2017	101001512646	Education	Complaint to SPSO regarding his treatment during a school placement.	Complaint was not upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.  SPSO issued their decision on 29 August 2017 that this case did not merit taking forward.	N
4.  SPSO 201701452	14/09/17	101001481494 101001481557	Education	Complaint to SPSO regarding the school failing to act promptly when her child was bullied at school	Complaint was not upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.  SPSO issued their decision on 13 September 2017 that they would not take this case forward as they were happy with the actions of the council.	N
5.  SPSO 201704624	18/10/2017	101001627424	Community Care	Complaint to SPSO regarding the quality of the council's meals on wheels service.	Complaint was partially upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.  SPSO issued their decision on 18 October 2017 that they would not take this case forward however they would ask the council to consider the points raised by the complainant and this was done to his satisfaction.	N

6.  SPSO 201703299	02/11/17	101001473592	Education	Complaint to SPSO regarding their child sustaining injury at school and how this was managed by staff	Complaint was partially upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.  SPSO issued their decision on 19 January 2018 that they would not take this case forward the complainants were taking their case to the General Teaching Council for Scotland	N
7.  SPSO 201704784	01/12/2017	101001638998	Development Services	Complaint to SPSO regarding planning issues associated with the Linkwood Steadings development.	Complaint was not upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.  SPSO issued their decision on 1 December 2017 that they would not take this case forward as the council had adhered to policy and procedure throughout.	N
8.  SPSO 201705877	01/12/2017	101001630006	Development Services	Complaint to SPSO regarding planning issues associated with the Linkwood Steadings development.	Complaint was not upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.  SPSO issued their decision on 1 December 2017 that they would not take this case forward as the council had adhered to policy and procedure throughout.	N

9.  SPSO 201702857	11/12/2017	101001474156 101001761823	Direct Services	Complaint to SPSO regarding lack of consultation on a core path being sited on their property.	Complaint was not upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.  SPSO issued their decision on 11 December 2017 that they would not take this case forward as the council had adhered to policy and procedure throughout.	N
10.  SPSO 201608046	18/12/2017	8725	Education	Complaint to SPSO regarding the council's failure to explore options for her child's return journey home from a school trip abroad following the child sustaining injury	Complaint was partially upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.  SPSO issued their decision on 11 December 2017, upholding the complaint and made one recommendation that an apology letter be sent to that complainant.	Y
11.  SPSO 201707152	05/02/2018	101001648864	Development Services	Complaint to SPSO regarding a planning process.	Complaint was not upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.  SPSO issued their decision on 21 February 2018 that they would not take this case forward as the council had adhered to policy and procedure throughout.	N

12.  SPSO 201706098	01/02 to 07/03/2018	101001752778	Direct Services	Complaint to SPSO regarding road surface issues.	<p>Complaint was not upheld by the council and the complainant referred their continued dissatisfaction to the SPSO.</p> <p>SPSO determined that the complainant issues did not fall within the complaints process and advised that no further action would be taken.</p>	N
13.  SPSO 201708565	15/03/2018	Not recorded as a complaint as out with the complaints process	Direct Services	Complaint to SPSO regarding a trust issue.	<p>Complaint was not recorded as a complaint by the council as it was deemed to be a legal issue and the complainant referred their continued dissatisfaction to the SPSO.</p> <p>SPSO queried if this had gone through our complaints process. They were advised that this was not a complaint matter.</p> <p>The SPSO issued a letter on 19 July 2018 advising the complainant that this was not something they could offer a legal opinion on and that they would not be taking the complaint forward.</p>	N

14.  SPSO 201708622	15/03/2018	Not recorded as a complaint as out with the complaints process	Direct Services	Complaint to SPSO regarding a trust issue.	Cross refer entry 13 as it relates to the same issues and SPSO decision that for legal reasons they could not take the matter forward.	N
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