

SPSO decision report



Case: 201004643, Grampian NHS Board
Sector: health
Subject: lost property claim
Outcome: resolved, action taken by body to remedy

Summary

Mrs C complained that the board lost and then disposed of a gold chain necklace that she left in an x-ray department. She said that the board failed to properly investigate her claim and subsequent complaint, and refused to compensate her for her loss.

When we contacted the board about this complaint, they said that they would be happy to make a payment to Mrs C in respect of her lost chain. They also offered to apologise for losing it and explained that they were carrying out a review of the way they deal with lost property to try and prevent similar circumstances arising in the future.

As these were the outcomes that the complainant wanted to achieve, we closed the complaint.