

SPSO decision report

Case: 201102623, Glasgow City Council
Sector: local government
Subject: disabled access
Outcome: some upheld, action taken by body to remedy, no recommendations

Summary

Ms C, an advocacy worker, complained to us on behalf of Mr A. Mr A was concerned that, after he moved to a new house, disability access was removed from the property where he used to live and he could no longer visit the person who still lived there. Mr A was unhappy that the council decided not to recommend that the disabled access be reinstated. We did not, however, find that the council had done anything wrong in reaching this decision, and we also considered that they had taken his human rights into account when doing so.

Ms C also complained about the council's handling of her representations and their failure to initially recognise her as Mr A's advocate. We found that there had been failures in the handling of her correspondence for which the council had apologised. The council also apologised for failing to recognise her as Mr A's advocate and had taken action to ensure that, where someone is representing a third party, this is dealt with properly in the future. As they had taken action to address their failures, we did not make any recommendations.