

## SPSO decision report

**Case:** 201302783, East Dunbartonshire Council

**Sector:** local government

**Subject:** complaints handling

**Outcome:** upheld, recommendations

### Summary

Mr C complained that the council had failed to acknowledge and respond to his online complaints about water drainage in his street.

During our investigation, we looked at information provided by Mr C, and at the council's records. We found that the council took practical steps to resolve the issue underlying the complaints, in terms of trying to deal with the drainage problem. However, their records, to some extent, gave a confusing picture of how Mr C's complaints were handled. We upheld his complaint, as we took the view that the council should have been aware that Mr C's complaints required a formal answer, which they failed to provide.

### Recommendations

We recommended that the council:

- apologise to Mr C for failing to respond formally to his resubmitted complaints; and
- review how this matter has been dealt with, in order to learn lessons.