

SPSO decision report

Case: 201602406, The City of Edinburgh Council
Sector: local government
Subject: complaints handling (incl social work complaints procedures)
Outcome: not upheld, no recommendations

Summary

Mr C complained that the council's social work department did not investigate his complaint, as he submitted it after their deadline. We found that Mr C did submit his complaint after the council's deadline, and that the council had followed their procedures. We did not uphold Mr C's complaint.