

### Recommendations made by the SPSO in 2018/19

The SPSO expects organisations to learn from complaints and routinely makes recommendations about how the processes and procedures can be improved, even in cases where complaints are not upheld.

<b>Case reference</b>	<b>Complaint description</b>	<b>Decision issued</b>	<b>SPSO Recommendation s</b>	<b>Council Action</b>
201702609	Council's handling of planning application	October 2018 – not upheld.	Pre-application description and materials should be clear and materials used at consultation events should be obtained by the Council to ensure the consultation is appropriate	Changes made to relevant guidance and template.
201604366	Financial assessment and funding of care home accommodation	February 2019- partially upheld	The Council should apologise for failing to provide a reasoned explanation of its decision. The Council should provide reasoned decisions after assessments have been made in future.	Letter of apology for failure to provide explanation of decision issued. Changes made to procedures forms and templates in line with recommendations .
201708509	Communication with school following complaint	November 2018- partially upheld	Staff should be reminded about the importance of appropriate communication. The school should improve its record keeping.	Appropriate reminders issued to staff.