

RECOMMENDATIONS MADE BY THE SPSO IN 2017/18

The table below list the recommendations made by the SPSO in Decision Reports which were issued in 2017/18.

| Case reference | Complaint description | Decision issued | SPSO Recommendation(s) | Council Action |
|---------------------------|---|-----------------|--|---|
| 201605942 fully upheld | Complaint about Multi Use Games Area (MUGA) | Sept 2017 | Council to issue apology | Letter of apology issued |
| | | | MUGA to be operated with revised management plan or closed | Necessary changes made to management plan |
| | | | Council to consider its complaints responses | Appropriate action taken in relation to complaints training |
| 201606223 fully upheld | Complaint about issues arising from secondary school trip | Dec 2017 | Council to issue apology | Letter of apology issued |
| | | | Young people to be allowed to express their opinions and contribute to decision making process | Recommendation fulfilled |
| | | | Staff training about managing pupils' health conditions | Recommendation fulfilled |
| | | | Excursion policy should refer to Equalities Act 2010 | Policy amended |
| | | | Council staff should be aware of responsibilities under Equalities Act 2010 | Recommendation fulfilled |
| | | | Decisions about reasonable adjustments should be tailored to individual | Recommendation fulfilled |

Appendix 4

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|---------------------------|---|------------|--|--|
| 201700422 fully upheld | Issues arising from secondary school complaint | March 2018 | Council to issue apology | Letter of apology issued |
| | | | Council to provide complainant with additional information | Additional information provided |
| | | | Staff training in complaints handling | Training undertaken |
| | | | Letters confirming delay in investigation to provide explanation and timescale | Template letter changed to reflect recommendation. |
| 201605040 not upheld | Complaint about issues arising from a planning decision | March 2018 | Council to issue apology | Letter of apology issued |
| | | | Recommendation regarding Scottish Planning Policy | Scottish Planning Policy adhered to |
| 201600783 | Issues arising from Social Work Complaints Review Committee (previous complaints procedure) | Sept 2017 | Council to issue apology in respect of delay in progressing complaint to Complaints Review Committee | Letter of apology issued |
| | | | Council to issue apology for failing to satisfactorily address one of the findings of the Complaints Review Committee | Letter of apology issued |
| 201604905 | Complaint about Multi Use Games Area (MUGA) | Feb 2018 | Council to issue apology | Letter of apology issued |
| | | | Council to engage an acoustic consultant | Ongoing |
| 201607918 | Complaint about licensing arrangements for licensed premises | Feb 2018 | Council to issue apology | Letter of apology issued |
| | | | Officers to document administrative process of approval and reasoning behind decisions in relation to applications for minor variations. | Recommended changes to procedures in place |