

RECOMMENDATIONS MADE BY THE SPSO IN 2016/17

The table below lists the three recommendations made by the SPSO in Decision Letters issued against the Council between April 2015 and March 2016. One partially upheld complaint had no recommendations made.

Case Ref.	Complaint Description	Decision Issued	SPSO Recommendation(s)	Council Action
201603803	Failure to consider previously upheld complaints at Social Work Complaints Review Committee (fully upheld)	17/01/2017	Council to arrange a CRC to hear evidence of previously upheld complaints	CRC arranged and held in March 2017
201507491	Complaint handling in relation to Social Work Complaints Review Committee (some points upheld)	20/09/2016	Complainant to be offered opportunity to have complaint considered at CRC. Staff to be reminded about complaints handling procedure.	CRC arranged and held in October 2016 SPSO decision circulated to relevant staff

Note that following a change in legislation in April 2017, complaints received in relation to social work are now considered under the Council's Complaints Handling Procedure and Complaints Review Committees are no longer convened.