

THE HIGHLAND COUNCIL
AUDIT AND SCRUTINY COMMITTEE

20 November 2013

Agenda Item	6(a)
Report No	AS/36/13

Scottish Public Service Ombudsman Cases received by the Council

Report by the Chief Executive

Summary

This report sets out the number and types of complaint about the Council that have been determined by the Office of the Scottish Public Services Ombudsman (SPSO) in the period since the last report to Audit and Scrutiny Committee.

1. Background

The Scottish Public Services Ombudsman (SPSO) was set up in 2002 to investigate complaints about organisations providing public services in Scotland, including local authorities. The SPSO looks into complaints where a member of the public claims to have suffered injustice or hardship as a result of maladministration or service failure and only investigates cases when the complainant has exhausted the formal complaints procedure of the organisation concerned.

2. Statistics September – November 2013.

The period covered by this report is from September 2013 to November 2013. There were 3 cases formally determined by the Ombudsman, none of which were upheld.

3. Summary of SPSO Cases

3.1 All three complaints were about planning matters and related to i) the erection of temporary agricultural structures ii) the placement of a boiler house and iii) enforcement action. A formal investigation was undertaken by the Ombudsman into each complaint and in each case the Council was found to have acted appropriately and according to policy.

3.2 Summary reports on every complaint about the Highland Council that have been investigated by the SPSO, whether upheld or not, are available on www.spsso.org.uk

4. Implications

There are no Resource; Legal; Equalities; Climate Change/Carbon Clever; or Risk implications arising from this report.

5. Recommendation

Members are asked to consider the details of this report.

Signature:

Designation: Chief Executive

Date: 6 November 2013

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