

SPSO decision report



Case: 202311539, Dumfries and Galloway Council

Sector: Local Government

Subject: Child protection

Decision: resolved, no recommendations

Summary

C complained that the council unreasonably failed to carry out and progress police checks for two individuals who have contact with their grandchild.

After notifying the council of our investigation, they agreed to provide C with a fuller apology and assurance that this would not happen again. C was happy with this outcome. Therefore, we closed the complaint as resolved.