

**From:** Foi Enquiries  
**Sent:** 11 September 2019 11:48  
**To:** [REDACTED]  
**Subject:** FOI-19-1044 - Investigation Rights  
**Attachments:** V2 - Further Information - Right to Review & Appeal.pdf

Dear [REDACTED],

Thank you for your information request of 2 August 2019 and please accept our apologies for delay in providing the response to you. Aberdeen City Council (ACC) has completed the necessary search for the information requested. Our response is now detailed below.

**Could you and you being aberdeen council please provide myself with the name of the person or persons who gave you and you being aberdeen council the rights or permission to prevent or deny any citizens of aberdeen from having an investigation requesting an investagation demanding an investigation**

There is no single person or persons who decide whether an investigation should be undertaken following a member of the public making a complaint.

When a member of the public complain that they are dissatisfied with our service, we use our Complaints Handling Procedure, to determine whether a complaint/investigation can be taken forward.

The Complaints Handling Procedure can be found here:

<https://www.aberdeencity.gov.uk/services/have-your-say/make-complaint>

Our complaints handling procedure is based on the SPSO (Scottish Public Services Ombudsman).

People also have the right to make a complaint directly to the Care Inspectorate or the Scottish Social Services Council:

Care Inspectorate - <http://www.careinspectorate.com/index.php/complaints>

SSSC - <https://www.sssc.uk.com/knowledgebase/article/KA-02106/en-us/>

<https://www.sssc.uk.com/knowledgebase/article/KA-02113/en-us>

## **INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

We hope this helps with your request.

Yours sincerely,

Access to Information Team  
Aberdeen City Council | Access to Information Team | Customer Feedback | Customer  
Marischal College | Business Hub 6, 1<sup>st</sup> Floor | Broad Street | Aberdeen | AB10 1AB



Dial: 01224 522166

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