



Ben Christman
5 Rose Street,
New Town
Edinburgh
EH2 2PR

Please ask for:

Our Ref:

Your Ref:

Date:

Nuala McKinley

CPI003075

CPT003075

16th October 2025

Dear Ben Christman,

Complaint Reference No: CPT003075

Thank you for taking the time to raise a complaint on 12th September 2025.

Your complaint has been considered under our complaint handling procedure and our investigation into the following point(s) has been completed:

1. You did not receive a response to your emails sent to Mr Dods

I will address your point below:

I refer to your recent complaint (reference CPT003075) received 12 September 2025 and my Stage 2 acknowledgement of 29 September 2025 regarding the above. Firstly, please accept my apologies on behalf of the Council for the delay in providing you with a substantive response to your correspondence of 9th July 2025. This falls below the standards we would normally expect our customers to receive.

I have discussed your complaint with the case officer, Mr Dods and he has advised me that he sought advice from our Legal Services team on the matters you raised. Unfortunately, due to competing workstreams, there was a delay in receiving this advice, which in turn impacted on Mr Dods ability to provide a full response to the matters you raised. Upon reflection, we should have acknowledged receipt of your emails, advised you that we were seeking a legal view, and provided you with a timeframe for our final response. Please accept our apologies for this procedural error.

We are now in receipt of legal advice and Mr Dods has confirmed that this will now allow him to respond in full to the points raised in your earlier communication. We will commit to providing you with a reply no later than close of business on Friday 24th October 2025.

I trust this is to your satisfaction.

If you remain unhappy with our response your next step is to contact the Scottish Public Sector Ombudsman (SPSO). They're the independent organisation that deals with the final stage for complaints about Scottish public services.

You can ask the SPSO to look at your complaint if:

- less than 12 months have passed since you became aware of the matter you're complaining about, and
- the matter has not been (and is not being) considered in court.

There's information about the SPSO, including how to write to them and their role in complaints on their website www.spsso.org.uk/spso. You can contact them online at www.spsso.org.uk/contact-us or on Freephone 0800 377 7330.

You can find more information about our complaint handling procedure and how to get support to raise your issue with the SPSO at www.scotborders.gov.uk/complaints.

Yours sincerely,

Nuala Mckinley
Director of Corporate Governance