



Your Ref:

Our Ref: GB/MK/scottishgov/cullum

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Via email to [David.Cullum@scottish.parliament.uk](mailto:David.Cullum@scottish.parliament.uk)  
Mr David Cullum  
Clerk  
Local Government and Regeneration Committee  
Scottish Parliament  
Rm T3.40  
EDINBURGH EH99 1SP

Dear Mr Cullum

## **USING COMPLAINTS TO IDENTIFY SYSTEMIC FAILINGS IN LOCAL AUTHORITIES**

Thank you for your email of 17 January 2014 following on from previous correspondence.

You are now seeking clarity as to whether local government has any bodies or groups which undertake any central co-ordinating function on any matter on behalf of local authorities.

As you are no doubt aware, COSLA represents the interests of local government as a whole on a wide range of issues. It co-ordinates issues such as policy development and responses to government consultations and legislation.

There are also a large number of professional organisations, SOLACE being one, which co-ordinate responses to emerging issues.

Quite clearly these organisations could provide a mechanism to read across reports. The point I was making was that they currently do not do so in relation to complaints and I am not aware of there being any plans to do so. Furthermore, these organisations cannot compel any Council to take action on any issue in the way that a central function of Health can and does.

I trust this provides the clarity you seek.

Yours sincerely

**GEORGE BLACK**  
**CHAIR OF SOLACE**