

SPSO decision report



Case: 201003272, Glasgow City Council

Sector: local government

Subject: complaints handling (including appeals procedures)

Outcome: not upheld, no recommendations

Summary

Mrs C complained on behalf of her daughter Miss A about one of Miss A's Highers, for which the Scottish Qualifications Authority gave her no award. Mrs C was unhappy with the way in which the council and Miss A's secondary school handled her complaint. She said the council did not investigate her concerns about Miss A's case at the final stage of their complaints procedure, instead producing a rehash of their previous response. Some of Miss A's work had been damaged or was missing and Mrs C also said that the school and the council shielded a teacher, who she said was not held accountable for Miss A's lost and damaged work and subsequent poor marks. The council confirmed that since Mrs C's complaint, the school had taken steps to improve security for candidates' work. Our investigation found no evidence that the teacher had been shielded, and in fact the school had taken action to deal with the teacher's failings. Neither did we find evidence that the council had not investigated or responded properly to Mrs C's complaint.