

SPSO decision report

Case: 201003746, Education Scotland¹
Sector: Scottish Government and devolved administration
Subject: policy/administration
Outcome: some upheld, recommendations

Summary

Mr C taught at a school which was the subject of an HMIE inspection. Mr C had a number of issues with the outcome of the inspection and this resulted in him raising his concerns in writing with HMIE. His complaint to the Ombudsman stemmed from the way in which HMIE dealt with his complaint.

Although we did not uphold one aspect of Mr C's complaint, we did find that there was an unreasonable delay in HMIE arranging a face-to-face meeting to discuss the complaint, contrary to HMIE complaints procedure. We made recommendations to redress this failing.

Recommendations

We recommended that Education Scotland:

- apologise to the complainant, in the circumstances of this complaint; and
- remind relevant staff of the terms of the complaints process and that when responding to complainants all the issues raised should be addressed.

¹ Education Scotland was launched on 1 July 2011. It brought together the functions of a number of bodies, including Her Majesty's Inspectorate of Education (HMIE). SPSO directs its conclusions and recommendations to the successor body.