

SPSO decision report

Case: 201203977, A Council
Sector: local government
Subject: primary school
Outcome: not upheld, no recommendations

Summary

Mr C complained on behalf of his family over his dissatisfaction with the council's investigation into a complaint made about an incident at his daughter's school sports day. His dissatisfaction was based on his belief that it was partial, questioned the veracity of the family's account, and did not address the key concerns which had been raised.

Our investigation found that Mr C's complaint had been investigated properly at both stages of the council's complaints procedure. The council had considered relevant information, including witness statements, and had interviewed Mr C and his wife. The council had concluded that the incident was the result of a misunderstanding, which had been resolved with the apology offered at the time, and took into account that since the event Mr C's daughter had changed school and was happy with the move.