

SPSO decision report

Case: 201300548, West Lothian Council
Sector: local government
Subject: primary school
Outcome: upheld, recommendations

Summary

Mrs C complained that the council had not adequately investigated her complaint about how school and council staff dealt with her concerns about a meeting she attended to discuss the welfare of her son.

Our investigation found that the council had not clarified what her complaint was, and had not appointed an independent objective investigating officer. There was little evidence of how the council had investigated her concerns and they had not clearly signposted the stages of their complaints handling procedure.

Recommendations

We recommended that the council:

- apologise for not carrying out a reasonable investigation and for not following their complaints handling procedure.
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