

## SPSO decision report

**Case:** 201301030, A Council  
**Sector:** local government  
**Subject:** primary school  
**Outcome:** not upheld, recommendations

### Summary

Mrs C complained that the council had not followed their procedures when dealing with concerns about her son at school. Mrs C was concerned about incidents of alleged bullying, as well as the school's communication with her.

We looked at the relevant procedures and the school's records about Mrs C's son. We found that the council had taken reasonable steps to deal with failings they had identified previously. We also found that, while some aspects could have been dealt with better, where procedures were in place they were followed, and the actions of school staff were reasonable in the circumstances. Although we did not uphold Mrs C's complaint, we did make two recommendations to reinforce good practice.

### Recommendations

We recommended that the council:

- apologise to Mrs C for the failings identified as a result of their investigation into her complaint; and
- consider sending parents of bullies and victims a copy of the council's bullying booklet as part of the follow-up to recorded bullying incidents.