

SPSO decision report

Case: 201303731, Scottish Borders Council
Sector: local government
Subject: primary school
Outcome: not upheld, no recommendations

Summary

Mr C complained about the council's investigation into a complaint he made about his child's primary school. His complaints included that the school did not put in place necessary meetings and that the council did not investigate his complaint properly. He also said that the council did not discuss his complaint with him before coming to their conclusions.

We found that some of Mr C's concerns were not complaints of service failure or maladministration, rather he disagreed with actions taken by members of staff, and their decisions. In addition we found that one of his complaints was premature as he had not put it to the council. We did not look at any of these matters.

In considering the complaints that we could look at, which were about the meetings and the council's complaints investigation, we did not uphold Mr C's complaints as we found that meetings were held, and that the council investigated and contacted Mr C appropriately.