

SPSO decision report

Case: 201305739, The Moray Council
Sector: local government
Subject: secondary school
Outcome: not upheld, no recommendations

Summary

Mrs C complained that the council failed to take steps to make her child feel safe at school following a meeting that had been arranged at the school to offer support to them both. Mrs C said that she had raised concerns at this meeting and an earlier meeting with a teacher that her child was being bullied. She said that she had asked that her child was monitored at break and lunchtime, but the council failed to put this in place.

We did not uphold Mrs C's complaint. We found no evidence that Mrs C had raised concerns about bullying at either of the meetings or that she had asked for her child to be monitored. Staff who attended the meetings said that they did not recall this being discussed and it was not recorded in the minutes of the meeting. The minutes referred to two action points that were to be taken forward, but these were not in relation to bullying. We found that the council had taken action to implement these two points after the meeting.