

## SPSO decision report

**Case:** 201400018, Angus Council  
**Sector:** local government  
**Subject:** complaints handling (including appeals procedures)  
**Outcome:** upheld, recommendations

### Summary

Ms C became concerned about her child's educational progress after the child moved schools and reported classroom disruption. She complained to the council about this, and said that the school adopted a defensive and unhelpful attitude at a meeting she attended. The council investigated, but did not uphold her complaints.

Ms C then complained to us that the council did not adequately investigate and respond to her. Our investigation found that the council's investigation had not established all the relevant facts, and we upheld her complaint.

### Recommendations

We recommended that the council:

- apologise to Mrs C for not adequately investigating and responding to her complaint; and
- investigate further her concerns about her child's individual progress and the classroom environment.