

SPSO decision report

Case: 201401593, Perth and Kinross Council

Sector: local government

Subject: complaints handling

Outcome: upheld, recommendations

Summary

Mrs C complained to the council that her son's school had not responded appropriately to a playground incident. She said she should have been contacted but instead her son was sent home with a note in his bag. The council investigated but did not uphold Mrs C's complaints, and she was not satisfied with their response.

Our investigation reviewed how the council had investigated and responded to her complaints. We found that, although they provided a reasonable explanation to Mrs C's initial complaint, their final response (at stage two of their complaints process) was confusing and the conclusions reached did not clearly follow from the explanations given. We upheld Mrs C's complaint.

Recommendations

We recommended that the council:

- apologise for incorrectly stating that the council did 'not uphold' elements of the complaint at Stage 2 of the complaints procedure.