

SPSO decision report

Case: 201402411, Glasgow City Council
Sector: local government
Subject: secondary school
Outcome: upheld, recommendations

Summary

Ms C complained that, after an incident at her child's school, she was not told that day that her child would be excluded from school the following day. The council said that written notification was provided on the day. This was given to the child to pass on to Ms C, but they did not do so.

Our investigation found, however, that the council failed to follow their own guidance which required them to notify a parent orally and in writing on the day a decision is taken to exclude a child. We upheld the complaint and made recommendations.

Recommendations

We recommended that the council:

- ensure that the school apologise to Ms C for not advising her orally on the date of the incident that her child was not to return to school the following day; and
- ensure that staff in the school in question are aware of their obligation to advise parents/carers orally on the day they decide to exclude a young person and they are required to seek agreement from parents/carers if a young person is out on investigation.